



Value Service Plan

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Large corporations and small business alike rely on Advanced Network Solutions for ongoing technical consulting and support. We understand our customers' dependence on critical systems. By partnering with our customers' in-house staffs, ANS insures that computer systems and critical business applications are up and running providing enhanced productivity and reliable performance.

To provide easy access to technical consulting and support, ANS offers clients an innovative payment option, known as the Value Service Plan (VSP). This program gives you a free service bonus, the best technical support, plus more:

- 5-15% More Labor Dollars Free - depending on VSP Service Plan Level
- Priority Service
- Phone/Remote Support
- Free Remote Assistance Software
- 15 Minute Billing Increment for Phone/Remote Support (Normal 1 Hour Min. Phone, 4 Hour Min. On-Site)
- Simplified Billing - Single Invoice
- No Expiration Date

Bronze Value Service Plan (default)

VSP2K = \$2,000 (Save 5% off our regular rates, gives you \$100 in free service)

VSP5K = \$5,000 (Save 10% off our regular rates, gives you \$500 in free service)

VSP10K = \$10,000 (Save 15% off our regular rates, gives you \$1,500 in free service)

Silver Value Service Plan 4hr response time M-F 8am-6pmEST, Bronze prices plus 10% premium

Gold Value Service Plan 2hr response time 24x7, Bronze prices plus 15% premium

For example, if you purchase a Bronze VSP5K, you pay \$5,000 in advance but receive \$5,500 worth of service with the 10% free bonus. If you purchase a Silver VSP5K, you pay \$5,500 and receive \$5,500 worth of service with 4 hour response time guaranteed. As services are performed, charges are deducted from your VSP account. In addition to saving money, you save time writing checks each month. And, simple account statements keep you informed of account balance.

VSPs are paid in full at time of purchase and cannot be used for purchases of hardware or software; however, there is no expiration or time limit on account utilization. Many companies only offer limited annual support plans that are not cost efficient. With the Value Service Plan, you can simplify budgeting for services to cover anticipated needs today – and tomorrow with no time limits.

With ANS' Value Service Plans, you company will receive continuous, quality service with one check.

Standard Response Times

Bronze Level Value Service Plans –best effort timely response M-F, 8am-6pm EST, Priority over non-VSP Clients

Silver Level Value Service Plans – 4 hour response call back M-F, 8am-6pm EST, Priority over non-VSP Clients

Gold Level Value Service Plans –2 hour response call back, 24x7, Priority over non-VSP Clients

Call the ANS Sales Team to order your VSP today! 330-645-4266