



T-CARE MANAGED SERVICES (MS) PLANS

FEATURE	BENEFIT	T-CARE MS LITE	T-CARE MS GOLD	T-CARE MS GOLD PLUS
Monitoring & Alert Services	Provides 24 hour monitored set of alerts for <i>pre-defined set</i> of conditions and activities. Includes dashboard.	✓	✓	✓
Asset Management – (Detailed Site Level Inventory)	Automatic enumeration & collection of hardware and software on the network at any given time. Provides IP & MAC address in inventory reports (1 per quarter on demand). Provides solid basis for network assessment.	✓	✓	✓
Number of Devices	Number of network devices included in service plan. Devices enumerated above this number will be billed extra on a quarterly basis.	30	60	100
Remote Management & Communication	Resolves alert issues remotely (when possible) thru secure communication (RDP or VPN) or voice guidance. T-CARE GOLD includes monthly remote remedy incidents bundle.	✓	✓	✓
		Tasks Billed Monthly	Includes 5 Incidents	Includes 5 Incidents
Security Assurance – (Policy Monitoring and Patch Management)	Monitors logins and network access attempts by users and/or IP. Centralizes Microsoft patch management for easy updates based on policies.		✓	✓
Health Reports – (Graphical Performance Reporting & Review)	Provides periodic network performance reports including remote response and network health. Aids in network assessment and upgrade planning during quarterly business reviews.		✓	✓
On-Site Assistance and Support	Provides history & data for network specialist called on-site to provide issue resolution, repair, or troubleshooting. Speeds issue identification & resolution.		✓	✓
Priority Response	Provides 4-6 hour response to urgent issues, remote or on-site, as appropriate for resolution of issue			✓
Packaged Block of Hours Included	Number of hours a month included for network support, on-site or remote. Any overage hours billed at lowest professional rate for market class.	None – Billed as Needed†	✓ * 2	✓ * 8
Monthly Plan Fee (Billed Annually)	Predictable Budgetary Amount for Defined Set of Managed Services. Affordable and dependable.	\$300	\$675	\$1,600

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Rules and Conditions:

T-CARE MS plans require a written agreement and prepayment for the level of service as requested. Additional services billed are Net 30 Terms. TSL/TNX currently uses Level Platforms Managed Workgroup or LPI MSP by NetEnrich or other similar technology on a hosted platform as its management engine on these plans. T-CARE GOLD PLUS requires minimum hardware and software platform for service eligibility (including 1 Windows Server 201x). Upgrades may be needed to qualify for GOLD PLUS. TSL/TNX reserves the right to switch to another platform at any time. There is a **\$250** setup fee (1 time) required to begin service. The customer understands that TSL/TNX will use its best efforts to meet the customer's needs. Extra services are billed in accordance with local market practices. Fees prepaid are not refundable or returnable if the customer cancels this relationship before the end of the agreement. In addition, a cancellation fee equal to the remaining monthly fees (pro-rated) will apply and becomes due immediately. Services do not include any hardware or software required for the resolution of any issue. Customer acknowledges that they know and understand some issues may require a change in business practices for resolution. TSL/TNX will attempt to offer the customer the BMP solution available for their situation. TSL/TNX is not responsible for the outcome or performance of the network or a component if the customer declines that BMP solution. Services not used are not refundable and expire at the end of the term. The standard PSA and sales policy of TSL/TNX applies to any plan undertaken here. Remote monitoring and management requires access to network, management account, and passwords from an outside location. On-site services are billed portal to portal. †Additional hours will be billed at the then current service labor rate for applicable market class as stated in the agreement. Ask for a full copy of the terms and conditions. Enrollment requires acceptance of same.



Ask about T-CARE Hosted Backup, Office 365 and Hosted Exchange Mail.

Services provided by TechNET Express Group! of Tallgrass Systems Ltd.

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