



T-CARE NETWORK SERVICES (NS) PLANS

FEATURE	BENEFIT	NOTES	T-CARE NS SOLO	T-CARE NS DUO
Packaged Block of Hours Included	Includes 8 hours a month for help desk, network support on-site or remote. Extra hours billed at lowest professional rate for market class.	8 Hours Minimum – Additional 10 Hour Blocks Available	✓	✓
Priority Response	Provides 4-6 hour response to urgent issues, remote or on-site, as appropriate for resolution of issue.		✓	✓
Monitoring & Alert Services	Provides 24 hour monitored set of alerts for pre-defined set of conditions and activities. Optional client dashboard available.	Alerts are resolved remotely when possible		✓
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) up to 254 devices. Warranty Admin available.	SOLO reports limited in detail.	👉	✓
Remote Issue Identification & Resolution	Confirms issue & resolves alert issues remotely (when possible) thru secure communication (RDP or VPN) or voice guidance. DUO includes monthly ticket bundle.	Alert service not available without NS DUO.	✓	✓
			Charged to Block Hours	Includes 5 Tickets ^H
Security Assurance - (Security Monitoring and Patch Management)	Monitors logins and network access attempts by users and/or IP. Centralizes Microsoft patch management for easy updates.		👉	✓
Health & Energy Reports – (Graphical Performance Reporting & Review)	Provides monthly network performance reports including remote response and network health. Aids in network assessment and upgrade planning. Energy usage & shaping feature saves power costs.			✓
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.		👉	✓
Monthly Plan Fee (Billed Annually Preferred)	Predictable Budgetary Amount for Defined Set of Network and/or Managed Services. Affordable and dependable.		\$1,200	\$1,400

Pricing is subject to change without notice. Certain rules and conditions apply. Eligibility limited to new public sector, academic, and commercial clients only.

☞ = Optional Manual Task (Billable to Block) – Some of these tasks may be more limited than DUO. ✓ = Included in Fee

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T-CARE NS DUO COMBINES THE TRADITIONAL BLOCK HOURS "BREAK AND FIX" SERVICE AGREEMENT WITH A STATE OF THE ART "PRO-ACTIVE" MANAGED SERVICES LAYER THAT FACILITATES ISSUE IDENTIFICATION AND RESOLUTION WHILE QUICKLY ASSESSING NETWORK HEALTH.

Rules and Conditions:

T-CARE NS plans require a written agreement and prepayment for the level of service requested. Additional services billed are Net 30 Terms. T-CARE NS SOLO provides "break and fix" services without any pro-active management services support. T-CARE NS DUO requires minimum hardware and software platform for service eligibility (including 1 Windows Server 2008). Upgrades may be needed to qualify for DUO. TSL/TNX currently uses ITControlSuite or Level Platforms Managed Workgroup on a hosted platform as its management engine. 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. 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. The standard sales policy of TSL/TNX applies to any plan undertaken here. Services not used are not refundable and expire at the end of the term. Remote monitoring and management requires access to network, management account, and passwords from an outside location. HRemote Billable Remedies Identified by MS.



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