

Most successful large enterprise businesses and organizations all over the world have recognized the true value and importance of effective and efficient IT roles within their business operations. These organizations have invested a millions of dollars and huge man-power to successfully install, organize, implement and manage their IT operations to achieve extra advantages over their competitors. Unfortunately, for many Small-Office-Home-Office (SOHO) and Small-to-Medium Sized Businesses (SMBs), the cost of implementing such systems has been prohibitive, difficult, and out of reach - until now!

### MEGACOM RemoteCarePro Managed Services Subscription Plans

Support Coverage, Features & Benefits	Basic	Advanced
24x7 around the clock remote monitoring service and email alert notification <b>excluding</b> any interactive issue resolution or phone support	✓	N/A
24x7 around the clock remote monitoring service, email & call notification and <b>proactive remote issue resolution and phone support *</b>	N/A	✓
Anti-Virus/Anti-Spyware/Malware definition update status, infection scans result monitoring and email notifications if any infection had been detected.	✓	✓
Anti-Virus/Anti-Spyware/Malware definition update and infection scans. <b>If any infection had been detected, we provide a remediation support free of charge!</b>	N/A	✓
Automated Microsoft Windows & Office Security Updates checkup & NOC tested Whitelisted Patches Deployment to avoid possible problems caused by installation of misbehaving OS/Office related patches	✓	✓
Automated 3 <sup>rd</sup> Party Program ( <i>Adobe Reader, Flash, Air, Shockwave, Java Runtime/Plug-ins, Apple QuickTime, iTunes, Mozilla Firefox</i> ) Security Patches Checkup & Deployment	N/A	✓
Free hard disk volume space detection, Windows Disk Event ID related checks and S.M.A.R.T (Self-Monitoring, Analysis, and Reporting Technology) monitoring for hard disk pre-failure condition early detection	✓	✓
Temporary Files & Internet Debris removal for better system performance	✓	✓
Executive, Asset Change & Technical System Info Reporting via email	LIMITED	✓
<b>Rapid remote problem resolutions and help desk support</b> by MEGACOM's senior level certified professionals/engineers during regular business hour (Monday-Friday, 8:30 am-5:30 pm, PST excluding Holidays).	N/A	✓
For any problem that can't be fixed or resolved remotely (due to a hardware failure, no Internet access, etc.), we will provide a <b>free</b> bench repair service or a 10% discounted labor charge for on-site service request. <i>(Note: The free bench service offer does not include any system upgrade, data backup/transfer service, or any other optional services. For hardware failures, the replacement parts cost will be billed separately.)</i>	N/A	✓



MEGACOM RemoteCarePro Managed Services (MRMS) Subscription Rates

Managed System Type	Monthly	6 Month Subscription	Annual Subscription
Desktop/Notebook Care- <b>Basic</b>	\$30.00	\$120.00 (\$20.00/month)	\$180.00 (\$15.00/month)
Desktop/Notebook Care- <b>Advanced</b>	\$40.00	\$210.00 (\$35.00/month)	\$360.00 (\$30.00/month)
Server Care - <b>Advanced</b>	\$200.00	\$900.00 (\$150.00/month)	\$1,500.00 (\$125.00/month)

MEGACOM offers our business clients a convenient and powerful remote monitoring and management solution without incurring costly up-front investment. Our managed services subscriptions are available as a low cost monthly subscription starting at a price as low as \$15.00 per system / per month that is less than 50 cents a day!

MEGACOM provides proactive remote resolution\* for the systems under MEGACOM RemoteCarePro Managed Services™ (MRMS)-**Advanced Plan**. If the problem could not be resolved due to hardware relate problem or Internet connection issue, we also provide bench-repair service at no additional cost! Our managed services are offered at two different subscription levels: **Basic** or **Advanced** plan. For payment flexibility, we offer monthly, bi-annual or annual subscription payment plans as well.

If your business/organization have other network devices such as network firewalls, routers, switches, network printers, wireless access point, network attached storage, uninterrupted power supply or any other network devices that are important for your IT operation, we can also manage those devices and provide you with on-going monitoring, remote troubleshooting and configuration changes support for those devices. The fees for this optional network device support are shown below:

Network Managed Device Type	Per Device Charge
Managed Switches, UPS, Network Printers, IP Phones, IP Cameras	\$5.00 / month / device
Routers, Firewalls, NAS, VOIP PBX	\$10.00 / month / device
<i>Note: The minimum subscription length for Network Managed Device support plan is 12 months and some devices require a minimum of one active Server Care subscription in order to sign up for this support plan.</i>	

Please call our managed service specialist at (213) 637-8600, Option #2 for more information and start increasing productivity immediately with your business and IT operations. Thank you.