



Does your company/organization have internal dedicated IT professionals who could take care of all of your computer systems, networks, printers, supplies and equipments? If yes, are you looking for a vendor partner who can also complement and enhance your current existing IT resources? If not, who is currently handling those tasks for your company/organization? Are you satisfied with your current service provider's performance and competency level?

Let's face it. Your current IT Service Provider profits when your systems are down – even though you are paying him to maintain your network. We operate with a different set of values. Our clients enjoy a fixed monthly fee that never fluctuates regardless of how many service calls or problems. We can only profit when our customers don't face IT disasters. Out of necessity, we must go that extra mile to proactively manage, secure and improve your network to keep IT disasters at bay.

MEGACOM TotalCare Support Services™ (MTSS) can help your company / organization by offering following services and benefits:

- All benefits that are provided and included in MEGACOM RemoteCarePro Managed Services™ (MRMS) with additional benefits such as:
  - o Next Business Day On-Site Service (if the problems can not be resolved remotely)
  - o Dedicated Account Representative Assignment and Emergency Contact Numbers
  - o Total network infrastructure management & monitoring support using advanced tools
  - o Reduced Total Cost of Ownership (TCO) through proactive management style and priority service request handling for a faster resolution for a problem/issue
  - o Support for Hardware & Software\* related problems
  - o Analyze, maintain, and document existing network/system configurations and structures and provides professional IT planning and recommendations based on those assessments
  - o Scheduled Asset & Inventory Reporting via email (available only for desktop, notebook and server systems that are included and monitored by our managed services)
  - o Maintain and keep track of complete service histories
  - o Free Printer Repair\*\* Services are offered and included with select service contract plans (The replacement part cost is not included and will be billed separately.)
  - o No minimum charge per visit (beyond allocated monthly on-site service hour) applies for MTSS subscribers. (Note: Our current minimum service charge per visit rate is \$150.00 for non-network or \$200.00 for network/server related)
  - o Free Computer Consultation and Unlimited Telephone Support / RemoteCarePro Support

\* Excludes support for custom made and specialized 3<sup>rd</sup> party vertical market programs. The replacement hardware costs are the responsibility of the customer.

\*\* Free printer repair service offers are only valid for HP or Samsung branded laser printers that are out of warranty status. For warranty service, customer should contact manufacturer to obtain services.

As an **A+ Authorized Service Center Gold Level** approved by CompTIA (Computing Technology Industry Association) and an industry leading **HP VAR (Value Added Reseller)**, we have provided sales and support services to our clients since January of 1993.

Our qualified technicians and engineers have been trained, certified and recognized by the computer industry's leading manufacturers and service providers such as Microsoft, Intel, HP, Lenovo, Samsung, APC, SonicWall, Datto, Ruckus, RingCentral and more. Our technicians and engineers are continuously monitoring and keeping up with the industry's latest developments, new products and solutions in order to provide our clients with the highest quality of services.



## MEGACOM TotalCare Support Services Rates

MEGACOM TotalCare Support Services (MTSS) contract fee is calculated based on a total number of desktop/notebook PCs, server systems, other networking devices and remote network sites/locations to be managed.

To calculate a total support contract amount, please use following 3 simple steps guidelines:

1. Your business/organization’s current and historical systems and network deployment status will be reviewed by MEGACOM support teams to correctly determine the level of service plan (Silver, Gold, Diamond or Platinum) your business/organization will qualify for. Choose a correct base contract fee (**Value A**) for the selected plan.
2. Calculate total desktop/laptop/server agent fees as shown below:
  - Total Desktop/Notebook System Agent Fee (**Value B**)
    - Total # of Managed Desktop/Notebook PC(s) multiply by \$200.00
  - Total Server System Agent Fee (**Value C**)
    - Total # of Managed Server System(s) multiply by \$750.00
3. Enter Value A, B, C in following table and sum them for a total contract fee.

Service Plans	Monthly Onsite Support Allocated	1 Year Base Contract Fee (A)	Total Desktop Agent Fee (B)	Total Server Agent Fee (C)	Printer Repairs Included	Total Contract Fee (A+B+C)
Silver	1 Hour	\$4,000.00		N/A	N/A	
Gold	2 Hour	\$6,000.00			0	
Diamond	3 Hour	\$8,000.00			1	
Platinum	6 Hour	\$12,000.00			2	

## MEGACOM TotalCare Support Services Order Form

<b>Company:*</b>						
<b>Contact:</b>						
<b>Address:</b>						
<b>City/State/ZIP:</b>						
<b>Telephone #:</b>		<b>Fax #:</b>				
<b>Email:</b>						
<b>Service Plan:</b>	<b>Silver</b>	<b>Gold</b>	<b>Diamond</b>	<b>Platinum</b>	<b># of Desktops:</b> <input style="width: 50px;" type="text"/>	<b># of Servers:</b> <input style="width: 50px;" type="text"/>
<p>This service contract is agreed between MEGACOM and COMPANY* (as specified above) for the service plans and number of managed systems specified. By signing this form, the client agrees to pay total service contract fee due upon receiving bill. Furthermore, the client fully understands and agrees to the terms and conditions as specified in MEGACOM TotalCare Support Services contract forms and invoices.</p>						
<p>Customer’s Name: _____ Signed: _____ Date: ___/___/___</p>						
<p>MEGACOM Manager: _____ Signed: _____ Date: ___/___/___</p>						

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## MEGACOM TotalCare Support Services Terms & Conditions:

1. Full payment **and** signed support contract form must be received before activating any support contract options. For the clients who sign up for Diamond or Platinum level service plans, we can offer a customized flexible payment plan. Ask us for details.
2. The total service contract amount may vary and additional charges may be applicable based on distance and number of locations to be serviced. The client must provide an arrangement for a convenient parking and validation; otherwise, additional travel charges may be billed separately for each on-site service visit.
3. The managed desktop and server systems include both physical **and** virtual PCs that are currently in use at client locations. To sign up for our TotalCare Support Service contract, ALL systems that are currently in use by client's organization for both on-site and off-site location should be all included to ensure integrity, proper management and full security protection of systems/networks. If any security incident arises or damages to any of managed systems arise due to unmanaged systems connected to the network, the client takes all responsibilities and any additional charges incurred for the remediation of such incident.
4. The entry level Silver Level plan is only applicable for clients with up to total of 10 computer systems and no dedicated server system. For client with 5 or more server systems, the client needs to sign up for Platinum level support contract. For client with remote sites/locations, a separate TotalCare Support Contract or a RemoteCarePro Support Agreement is required accordingly.
5. The client is solely responsible for maintaining complete and valid backup of data. The customer is also responsible for purchasing and maintaining full legal copies of software that are in use at client location for license compliance requirement. MEGACOM and its employees will not be held responsible for any loss of use, revenue, profit, productivity, business record and any unforeseen damages that may result from obtaining the service through MEGACOM.
6. Any additional service requests beyond allocated monthly service hours will be billed separately; however, the minimum service charge per visit rate will be waived for contract customers. The unused portions of monthly service hours do not rollover to following months.
7. All on-site service requests must be made and requested by designated authorized personnel at client's organization to maintain and verify valid history of all service requests. The support will be provided only for currently managed systems which had been included in support contract and all other support requests for non-managed systems will be billed separately.
8. The client should provide remote assistance when requested by MEGACOM staffs to help with a basic diagnostic and troubleshooting process. MEGACOM staffs will determine if on-site service is necessary or required for resolving a particular issue.
9. The client should maintain and refresh equipments and services to meet minimum business quality useable standard as specified by MEGACOM. If the client's equipments are too outdated or fails to meet other security measures, it would subject to cancellation of service contract because the client's systems and networks will be too difficult and venerable to manage and maintain.
10. Either party with a 2 weeks written cancellation request/notification can cancel the service contract at any time with no further obligation. In case of cancellation of existing service contract, a refund will be made for the unused portion of the remaining contract period minus a 20% cancellation charge deducted from the total service contract amount.



11. The terms/pricing for this service contract are subject to change at any time; however, the client's existing contract terms and conditions will be valid during the remaining contract period.
12. If the client fails to renew existing service contract 15 days before the expiration date, a \$500.00 service reinstatement charge will be billed separately if the client chooses to renew maintenance service contract at a later time.
13. If existing service contract client fails to renew an existing service contract before the expiration date, it is client's own responsibility to secure client's own network and systems by implementing new passwords, changing security settings, and etc. MEGACOM ***will not be able to*** provide any assistance with reconfiguration tasks since MEGACOM can not be held responsible for securing the non-contract client's own network and systems.

If you would like to find out more about our support contract options, please feel free to contact any of our friendly service & support consultants by calling (213) 637-8600, Option #2 during our regular business hours, Monday through Friday between 9:00 a.m. to 5:00 p.m. PST.