

NECare Remote Support

<p>Solution Overview</p>	<p>Remote Diagnosis, Analysis & Rectification only</p> <ul style="list-style-type: none"> • 8:30am to 5:00pm Monday to Friday, excluding Public Holidays. • 2 hour remote response to all service requests. • Includes software support and bug fixes that can be implemented remotely. • Onsite NECare attendance and parts are excluded from this package. Parts and labour would be charged at standard FFS/RRP rates. • Unlimited number of service requests.
<p>Best Suited for</p>	<ul style="list-style-type: none"> • Customers with extensive technical expertise or customers in remote locations

NECare Essentials

<p>Solution Overview</p>	<p>Remote and Onsite Diagnosis, Analysis & Rectification of service requests, submitted via the NECare Online web portal only</p> <ul style="list-style-type: none"> • 8:30am to 5:00pm Monday to Friday, excluding Public Holidays. • Where possible, all service requests will be actioned remotely – 4 hour response for Severity 1 issues & 8 hour response for Severity 2 & 3 issues. Where remote response is unavailable, service requests will be actioned onsite - 4 hour response for Severity 1 issues & 24 hour response for Severity 2 & 3 issues. • Includes onsite NECare labour and parts for service issue rectification.
<p>Best Suited for</p>	<ul style="list-style-type: none"> • Small to medium sized businesses where communications are important but not fundamental to their business operations and limited downtime will not critically affect their business or their customers.

NECare Gold

Solution Overview	<p>Business Hours support package with Remote and Onsite Diagnosis, Analysis & Rectification of service requests, logged via NECare helpdesk or NECare Online web portal.</p> <ul style="list-style-type: none">• 8:30am to 5:00pm Monday to Friday, excluding Public Holidays.• Where possible, all service requests will be actioned remotely – 2 hour response for Severity 1 issues, 4 hour response for Severity 2 and 8 hour response for Severity 3 issues. Where remote response is unavailable, service requests will be actioned onsite - 2 hour response for Severity 1 issues, 4 hour response for Severity 2 and 24 hour response for Severity 3 issues.• Includes onsite NECare labour and parts for service issue rectification and scheduled maintenance within coverage hours.
Best Suited for	<ul style="list-style-type: none">• Customers that operate during standard business hours and have limited after hours operations.

NECare Diamond

Solution Overview	<p>Extended Business Hours support package with Remote and Onsite Diagnosis, Analysis & Rectification, with service requests logged via NECare helpdesk or NECare Online web portal.</p> <ul style="list-style-type: none">• 7:00am to 9:00pm Monday to Saturday, excluding Public Holidays.• Where possible, all service requests will be actioned remotely – 1 hour response for Severity 1 issues, 2 hour response for Severity 2 and 4 hour response for Severity 3 issues. Where remote response is unavailable, service requests will be actioned onsite - 2 hour response for Severity 1 issues, 4 hour response for Severity 2 and 8 hour response for Severity 3 issues.• Includes onsite NECare labour and parts for service issue rectification and scheduled maintenance within coverage hours.
Best Suited for	<ul style="list-style-type: none">• Customers that operate during extended business hours.

NECare Platinum

<p>Solution Overview</p>	<p>24 x 7 support package with Remote and Onsite Diagnosis, Analysis & Rectification, with service requests logged via NECare helpdesk or online web portal.</p> <ul style="list-style-type: none"> • 24 hours, 7 days a week including Public Holidays. • Where possible, all service requests will be actioned remotely – 30 minute response for Severity 1 issues actioned 24x7 and 1 hour response for Severity 2 and 4 hour response for Severity 3 issues, actioned during 8:30am to 5pm, Monday to Friday. Where remote response is unavailable, service requests will be actioned onsite - 2 hour response for Severity 1 issues 24x7, and 4 hour response for Severity 2 and 8 hour response for Severity 3 issues, actioned during 8:30am to 5pm, Monday to Friday. • Includes onsite NECare labour and parts for service issue rectification and scheduled maintenance.
<p>Best Suited for</p>	<ul style="list-style-type: none"> • Customers where communication and the availability of its network is critical to its operations. Customers with 24x7 operations.

NECare Remote Management

<p>Solution Overview</p>	<p>Proactive Remote Monitoring, Service Issue Detection, Analysis, Diagnosis and Rectification, & Configuration Management.</p> <ul style="list-style-type: none"> • 24x7 including Public Holidays. • 15 minute response to all service issues with an alarm. • 2 hour response to all other service issues.
<p>Best Suited for</p>	<ul style="list-style-type: none"> • Customers that operate in mission critical environments or operations where network availability and immediate service delivery is essential. • Customers with extensive and complete voice and data network environments.