















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.		
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Automated Microsoft Windows & Office Security Updates checkup & NOC tested Whitelisted Security Patches Deployment to avoid possible problems caused by installation of misbehaving OS related security 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-4:30 pm, PST excluding Holidays).	N/A	
For any problem that can't be fixed or resolved remotely (due to hardware failures, no Internet access, etc.), we will provide a <b>free</b> bench repair service or a 10% discounted labor charge for an on-site service request. (Note: <i>The free bench service offer does not include any system upgrade, data backup/transfer service, or any other optional services. Replacement part costs 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>	N/A	\$120.00 (\$20.00/month)	\$180.00 (\$15.00/month)
Desktop/Notebook Care- <b>Advanced</b>	\$50.00	\$240.00 (\$40.00/month)	\$360.00 (\$30.00/month)
Server Care - <b>Advanced</b>	\$250.00	\$1,200.00 (\$200.00/month)	\$1,800.00 (\$150.00/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 that are covered by 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 monitor and manage those devices and provide you with on-going network infrastructure monitoring, remote troubleshooting and configuration changes support for those devices.

Advanced Network Infrastructure Monitoring & Managed Services	Per Device Charge
Managed Switches, UPS, Network Printers, IP Phones, IP Cameras	\$10.00 / month / device
Routers, Firewalls, Wireless AP, NAS, VOIP PBX	\$20.00 / month / device
<i>Note: The minimum subscription length for our Advanced Network Infrastructure Monitoring &amp; Managed Service subscription plan is 12 months and some devices monitoring require a minimum of one active Server Care subscription in order for us to provide a proper and adequate support assistance.</i>	

## MEGACOM RemoteCarePro Managed Services Terms & Conditions:

1. Full payment must be received before activating any of our managed services support plans.
2. The client is solely responsible for maintaining complete and valid backup of data. The customer is also responsible for purchasing and maintaining legal copies of software that are in use for license compliance. 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.
3. The client should maintain and refresh equipment and services to meet minimum business quality useable standard as specified and recommended by MEGACOM. If the client's equipment is too outdated or fails to meet other security measures, it would subject to cancellation of service subscription because the client's systems and networks will be too difficult and vulnerable to manage and maintain.
4. The regular system monitoring is performed 24/7; however, proactive remote issue resolution and phone support will be provided only during our regular business hour. If your organization has an extended after business hour support requirements, we can offer you a customized MEGACOM TotalCare Support Services (MTSS) instead.
5. Under this support services, we do not provide software training or perform specific computing tasks (ie. creating Excel worksheet, updating websites, etc.) on behalf of our clients. If you have any software/computer/networking training requirements, we can provide a referral to the qualified and reputable software/computer/networking training resources.
6. Either party with 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. The monthly service rates calculated for the refund is based on number of months that service had been active and in use. For example, if the service has been cancelled only after 3 months of service for 1 year service contract, used service bill amount will be calculated based on monthly service rate tier and for services that are cancelled after 6 months of service will be calculated for monthly rate of 6 months subscription tier.
7. 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.
8. If the client fails to renew existing service contract 15 days before the expiration date, a service reinstatement charge of up to \$250.00 will be billed separately if the client chooses to renew our managed services later.
9. If existing managed 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 will 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 4:00 p.m. PST.