



## Service Overview

“Information is the Solution”

### Maintenance Plans

A modular and flexible framework is in place to effectively deal with support requirements, and ensures guaranteed service levels as well as reduced hourly support rates.

#### Hourly Support Structure

<b>Base Rate</b>	
Minimum 24 Hour Response Time	R175.00
<b>Timeframe Requirements</b>	
4 Hour Response Time	+ R 175.00
24 Hour Response Time	+ R 125.00
<b>Surcharges</b>	
Out of quota surcharge	+ R 100.00
Non contract surcharge	+ R 150.00
After hours surcharge	+ R 250.00
Two person team	+ 50%

#### Hourly Support Rates

Support Type / Response Time	Contract		Non Contract
	Within Quota	Quota Exceeded	
Same Business Day (4 hours)	R 350.00	R 450.00	R 500.00
Next Business Day (24 hours)	R 300.00	R 400.00	R 450.00
Scheduled (Minimum 48 hours)	R 175.00	R 275.00	R 325.00
After Hours Support (5pm – 8am)	R 600.00	R 700.00	R 750.00

#### Maintenance Plans / Service Level Agreements

	White	Blue	Bronze	Silver	Gold
Same Business Day (4 hours)	-	-	1 hour	2 hours	4 hours
Next Business Day (24 hours)	-	-	1 hour	2 hours	4 hours
Scheduled (Minimum 48 hours)	2 hours	4 hours	4 hours	-	-
After Hours Support (5pm-8am)	-	-	-	2 hours	2 hours
	R 350.00	R 700.00	R 1350.00	R 2500.00	R 3800.00

#### Flexibility

- The ability to **exchange** available support types for other, higher priority support types, means that one can, for example exchange 2 hours of *Scheduled Support* for 1 hour of *Same Business Day Support* and as such be able to deal with mission critical issues as and when they occur. Subject to availability.
- A single maintenance plan can be utilised over multiple physical locations, which is perfectly suited to clients with **multiple branch** offices.
- A **custom subscription** can be created to specifically cater to your individual requirements, and can contain any mix of in-quota support types.

#### Service Request Logging

All service requests should be made using the following channels:

- Electronic Mail: [support@networksonline.co.za](mailto:support@networksonline.co.za)
- Telephone: (011) 886-7644
- Facsimile: (011) 886-7643

All service requests are assigned a tracking number that is valid for the life of the request and can be used at a later date for reference. Clients are able to log in to <http://www.networksonline.co.za/myaccount> and monitor the progress of open service requests, keeping them informed regarding the status of the account.

NetworksOnline

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