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MANAGED IT SERVICES

TBNG Consulting is a leading integrator of best-of-breed Network Infrastructure, Business Continuity, Enterprise Security, and Mobility Solutions. As an elite partner with many of the industry's best technology providers, TBNG provides solutions for some of the most complex networks in today's ever changing IT world.

With TBNG's Managed IT Services, we help businesses manage and control their networks. By employing the principals of onsite & remote management, automation, centralization, and monitoring, we can effectively and efficiently unlock the potential of your business. Whether your business requires normal business hour support or 24/7 coverage, we have the expertise and resources to support your organization.

Client Support Access	Core Support	Core Support Plus	Advanced Support
Critical Network Incidents included per 12 month period. [1]	1	2	4
Phone, Email, Web Portal ticket creation access.	✔	✔	✔
Detailed Network Diagram per Support Coverage Area.	✔	✔	✔
Phone, Onsite & Secure Remote Support as Needed.	✔	✔	✔
On-Site Response By Priority Matrix and/or Incident Response.	✔	✔	✔
Technology Roadmap and Strategic Planning.	✔	✔	✔
Disaster Recovery Strategy & Review.			✔

Network & Server Support Elements	Core Support	Core Support Plus	Advanced Support
Server/Server Virtualization/SAN Support.*	✔	✔	✔
Switch & Router configuration changes (excludes advanced routing: eBGP/iBGP or ISIS).	✔	✔	✔
Firewall/VPN/SSLVPN/Perimeter UTM configurations.*	✔	✔	✔
Anti-Spam Firewall Appliance Support. *	✔	✔	✔
Wireless Network Support.*	✔	✔	✔
Backup Appliance Support.*	✔	✔	✔
Mail Archiving Support.*		✔	✔
Web Filtering Appliance Support.*		✔	✔
Wireless Network Support.*		✔	✔
Remote Monitoring & Management of Critical Path Devices. Additional device licenses may be added for $15/month per device per contract term.		2	3
Anti-Virus Console Management (Client responsible for maintaining current A/V licensing).		✔	✔

Workstation Services	Core Support	Core Support Plus	Advanced Support
Virus Remediation.		✔	✔
Spyware & Grayware Removal.		✔	✔
Workstation Update Management (Hot fixes, security updates and service packs).		✔	✔
MAC (Move/Add Changes) of End Users (user accounts, password resets, file access). [2]		✔	✔
Warranty Part Installation. [4]		✔	✔
Client Operating System Support. [3]			✔
Remote Managed Workstation – Power Users, Critical Production. Additional devices may be added for $15/month per device per contract term.			4

MANAGED SERVICES

* Please refer to back cover for supported technologies.
[1, 2, 3, 4] Please refer to Page 3 for Service Offering notes.

Service Offering Notes:

[1] Additional Critical Incidents are billed at a factor of 1.5 times contract specified time.

[2] Service does not cover installation of new workstations or endpoint equipment.

[3] Third Party and proprietary client applications are not supported.

[4] Client is responsible for maintaining active warranty coverage on equipment.

Business Hours:

1. Normal Business Hours are 9:00AM to 5:00PM Eastern Standard Time, Monday through Friday. Please visit our website for current schedules. The TBNG Billing Rate is $175.00 per engineer hour.

2. The TBNG Billing Rate for after-hours support is billed at 1.5 times the normal rate. Holiday hours are billed at 2 times the normal rate.

Incident Priority Matrix:

The key to defining priorities is understanding the various impacts of a network outage or technology issue upon the end users. Our helpdesk team assigns prioritization based on the following variables:

1) How many users are affected?
2) How is this event affecting business operations and productivity?
3) Do additional third party vendors need to be identified or contacted to assist in remediation (i.e. 3rd party application vendors, Internet Solution Providers, hardware warranty fulfillment)
4) What immediate steps can be taken to help expedite a solution or restoration of service.

Priority	Definition	Example	Response Time	Remediation
1 Network Down	Service not available. Entire datacenter is unavailable.	Critical network device down. Network compromised.	Within 4 hours.	Within 2 hours of case creation.
2 Service Degradation	Significant degradation of service or network component.	Intermittent network server errors.Slow connectivity to remote office locations.	Within 6 hours.	Within 4 hours of case creation.
3 Impaired	Limited degradation of service. Noncritical component is down.	Backup monitoring device is down. Spam Filtering is down.	Within 8 hours.	Next business day.
4 Noncritical	Small service degradation. Noncritical component is down.	A server needs a software update.	Next business day.	Within 24 hours of case creation.

Supported Technologies:

IT Solutions When IT Matters

Help Desk:

(855) 512-4817

helpdesk@tbngconsulting.com

www.tbngconsulting.com/support

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