



PSSI Network Assurance & Plus Contracts Summary

PSSI contracts allow a budgeted monthly amount to be paid for annual services. All have a one year term and automatically extend for additional years unless terminated in writing. NAC clients receive scheduling priority over clients without a contract. Lower rates are provided as the annual service time commitment increases. NAC Plus contracts additionally provide Managed and Cloud Services.

The basic **Network Assurance Contract** (NAC) provides economical ongoing services with specified annual project work hours starting at 1 hour per month (12 hours per year). These contracts are traditional, reactive, break/fix services; when something isn't working, you call us. Annual project hours can be used at any time during the year and NAC terms are tailored to meet your specific business needs.

The **Network Assurance Contract Plus Managed Services** (NAC Plus Managed Services) has all the features of the NAC with proactive service added. Real-time monitoring is used to anticipate problems before they happen and repair unavoidable outages more quickly. NAC Plus Managed Services minimizes technology downtime, emergency service calls, and lost productivity.

The **Network Assurance Contract Plus Cloud Services** (NAC Plus Cloud Services) has all the features of the NAC Plus Managed Services with the superior economy and flexibility provided by moving on-site hardware and/or software to an internet-connected, off-site provider.

Please call PSSI for a complimentary analysis to determine the best combination of these offerings to meet your business needs and budget. Your choices have critical short-term effects and long-term consequences for your business viability and profitability.

NAC Provisions and Response Time Objectives

NACs are invoiced in advance. Payment for equipment or software ordered by PSSI for the client in excess of \$200 must be received before the order is placed. If the hours of service used exceed the annual contract amount, the excess hours are billed in arrears after the work is performed.

PSSI will make every reasonable effort to schedule time to meet the needs of the client. PSSI's emergency response objectives are to call back within two hours and be on-site (if needed) during the next business day. Every effort will be made to respond to emergencies, but an immediate response may not always be available.

On-site project work can be used in any duration of two hour increments to be scheduled at a mutually acceptable time. For best flexibility, it is suggested the on-site time be scheduled in two or more hour increments, one week in advance, during the annual contract period.