



PSSI Network Assurance Contract Summary

PSSI contracts allow a budgeted amount to be paid periodically for services. All have a one year term and automatically extend for an additional year unless terminated in writing. Lower rates are provided as the annual service time commitment increases.

The **Network Assurance Contract (NAC)** provides economical ongoing services with flexible combinations of annual project work hours (usually on-site) and monthly off-site hours (usually phone support). NAC clients receive scheduling priority over clients without a contract. The annual project hours can be used at any time during the year; the off-site support is non-cumulative and the unused time expires at the end of each month. NAC terms are tailored to meet your specific business needs. Examples:

- A Minimum Network Assurance Contract may provide 12 hours per year of project work and up to one hour per month of off-site support (non-cumulative).
- A Medium Network Assurance Contract may provide 144 hours (18 days) per year of project work and up to two hours or more per month of non-cumulative off-site support.

Project work should be scheduled in advance if possible. Off-site support is used to respond to requests for information or remote assistance with problems.

NAC Provisions and Response Time Objectives

NAC's are invoiced in advance, net 15. 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 the month incurred.

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. Better response time is available for an additional charge.

Minimum Network Assurance *\$143/month or \$ \$1,568/year; additional time \$95/hour.
Includes 12 hours/year (1 hr/mo) of project work and one hour per month of off-site support.

Medium Network Assurance *\$1105/month or \$12,155/year; additional time \$680/day
Includes 18 days/year (12 hours/mo) of project work and two hours per month of off-site support.

**Prices may vary depending on your requirements*

Project work on-site can be used in any duration of two hour increments to be scheduled at a mutually acceptable time. It is suggested the on-site time be scheduled in two to four hour increments one week in advance during the annual contract period.