



To Our Valued Customers:

To provide for more reliable computing environments, we offer our customers proactive maintenance options in the following areas:

- Server Maintenance and Reliability
- Tape Backups
- Disaster Recovery
- Virus Control
- Remote access to PCs, servers, and all hardware devices
- Server and PC software updates

Tenecom Solutions provides these services through our **Tenecom Seismic** offerings as well as our general maintenance and support services. With most of our customers having already implemented more intelligent firewalls, we are now able to provide these services remotely.

All our customers have implemented thorough backup routines and virus control software for server and standalone PCs. Tenecom Solutions makes every effort to ensure these products are installed properly and performing as expected. Circumstances beyond our control may cause any of these products to require updates and/or maintenance.

Backup routines may stop as a result of software issues, power outages, cleaning issues, operator misuse, and hardware failure. Virus software requires constant monitoring and updates to combat the introduction of ever more dangerous viruses.

Many of our customers have installed higher-end SonicWALL firewalls that also control viruses and spyware. SonicWALL products provide a wealth of tools in order to control and monitor your networks. These devices also have to be checked periodically for updates and for the information they provide.

We encourage you to consider any ongoing requirements that you may have and to call us if you have any concerns or questions. The items outlined in the enclosed contract are by no means all inclusive and we encourage your feedback.

I look forward to your questions and hope this document is useful and informative.

A handwritten signature in black ink that reads "Josh Plonka". The signature is written in a cursive, flowing style.

Josh Plonka
Tenecom Solutions

Support Services – General Maintenance

- Server backup reports emailed daily to Tenecom Solutions for periodic review
- Server backup software updates as required
- Monitor server anti virus software and updates which does not include version upgrades
- Users must check workstation virus software periodically to ensure they are updating automatically
- Install Microsoft Server updates as required
- Check server hard drive space and server error logs
- Identify when server maintenance contracts should be renewed
- Provide informative documentation through email and on our website

SonicWALL Firewalls - Standard

- Firewall alerts are periodically monitored and emailed to Tenecom Solutions
- Tenecom maintains the firewall configuration to assist in rapid recovery of a firewall
- Install firmware upgrades
- Arrange annual renewals and security updates

The cost associated with this service, is for preventive maintenance. Tenecom reserves the right to charge for consulting and diagnostic requirements outside the scope of preventive maintenance.

SonicWALL Firewalls – Enhanced

Firewalls that are under a maintenance contract with SonicWALL are covered by a next day hardware replacement issued out of the US. If the firewall fails and the replacement does not ship before 4pm EST, the firewall may not arrive for two days. In addition, firewall replacements for non-Toronto locations, must first come to our office in Toronto to be configured, which adds to the delay. To alleviate these issues, Tenecom will allocate a replacement firewall that can be configured and shipped immediately (usually within 4-6 hours) to your site and will be removed once the replacement firewall arrives. The cost associated with this service, is for the availability of a standby firewall. Tenecom reserves the right to charge for consulting services and shipping charges as relate to the replacement and configuration of the new firewall.

Tenecom Seismic – Monitoring & Managed Workplace (MMW)

In addition to the monitoring services listed above, Tenecom is now offering real-time monitoring, maintenance, and reporting on all devices that connect to your network. Whether local or remote, Tenecom now has the ability to review relevant data on all your devices from servers to PCs, printers to firewalls, and to provide the tools to maintain these devices and to provide detailed reporting for ongoing maintenance, inventory and asset management, licensing control, product updates, etc. Please refer to our website for more information or speak to us for a detailed review of Tenecom Seismic MMW and how this will enhance the reliability of your business networking services.

Tenecom Seismic – Disaster Recovery

Our disaster recovery offering addresses rapid recovery of critical servers and PCs, for onsite or offsite recovery, as well as continuous data protection at pre-determined intervals during the day. Please refer to our website for more information or speak to us for a detailed review of your requirements.



Maintenance Intervals & Requirements

Customers may select any of the above services based on a monthly or bimonthly contract. Tenecom has transitioned most of our customers to a remote support model.

In lieu of this 'remote support' model, we are asking our customers to install a 'static IP' Internet service and SonicWALL firewalls. Needless to say, not everyone will follow our guidelines just for support reasons but there are some other productivity gains that we can discuss and that are outlined in our 'Security Products' document.

Terms & Conditions

The intent of this document is to outline preventive maintenance options that Tenecom provides. Tenecom will make every effort to deal with minor issues at a reduced cost or no cost when problems can be resolved quickly. Any issues which are identified to the customer and which require consulting services are subject to our hourly rate.

Although Tenecom Solutions will make every effort to identify issues and resolve them in an efficient manner, we do not assume any responsibility to cover hardware or consulting fees associated with problems that may occur. We make every attempt to resolve issues before they occur. This preventive maintenance program is made on a 'best effort' basis. Power problems, hardware malfunctions, software corruption, etc. cannot be predicted and Tenecom Solutions does not take any responsibility for such instances. Resolving any of these issues and the associated costs are not covered within this preventive maintenance program.

Requirements

We recommend a high-speed 'static IP' service as opposed to a dynamic IP service. Static IP will cost a little more but allows us to connect to your network whenever our services are required. It also allows users to securely access their network from a remote location in conjunction with a proper firewall. As opposed to static IP, a dynamic IP service is like having a phone number that always changes even though you expect that people should know where to call you. Tenecom encourages you to contact your Internet service provider (ISP) for pricing.



Preventive Maintenance Costs

Please call us to discuss your requirements, as all customers are different depending on their location, Internet service, number of servers, hardware, firewall requirements, etc.

Please use the following as a general guideline of fees.

Rates

(Based on the service interval requested i.e. Monthly, Bimonthly)

Server Maintenance – Per Site

First Server (AD, File & Print Sharing, Backup Server):	\$ 175
Additional Servers (File & Print Sharing):	\$ 30
Additional Servers (MS Exchange)	\$ 40
Additional Servers (Citrix)	\$ 40

Additional Servers (Citrix with problem resolution) \$ 110

This fee is a monthly fee and entitles the customer to one problem resolution of no more than 1.5 hours per month.

SonicWALL Firewall – Standard Maintenance

First Firewall:	\$ 30
Additional Firewalls:	\$ 10

SonicWALL Firewall – Enhanced Maintenance (In addition to Standard Maintenance)

SonicWALL Pro 2040:	\$ 35 (Monthly)
SonicWALL TZ170:	\$ 15 (Monthly)

Tenecom Seismic - Monitoring & Managed Workplace

Please refer to our website and call us to discuss

Tenecom Seismic – Disaster Recovery

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Exceptions

Customers entering into a service contract on products that have not been installed by Tenecom Solutions require a system overview and certification.