

Service Level Agreements

Each year companies become more dependant on the technology that drives their businesses. Internet access and email have become as important as dial-tone. Clients and users have come to expect little or no downtime. IT departments are expected to support more technology with fewer employees. These and other factors are causing companies to rely more heavily on their preferred suppliers and consultants for prompt technical support.

Trusted Network Solutions provides guaranteed SLAs (Service Level Agreements) to help companies meet the requirements of their users and management. An SLA offers the comfort of knowing a TNS engineer will be available within a predetermined amount of time to help resolve network outages and other technical problems.

Without an SLA, a TNS engineer is deployed on a "best effort" bases. If all engineering resources are tied-up, there is no guarantee of how long it will take to get an engineer onsite. When a client purchases a TNS SLA, they are guaranteed access to an engineer within a specific time window. TNS offers multiple levels of support to fit the response time and budget requirements of any company.

Please contact your TNS account executive for a needs evaluation and formal proposal.

Features and Benefits of All Levels

- Dedicated Toll-free Emergency Number
- More Rapid Problem Resolution with Guaranteed Response Times During SLA Hours (Call Back and Onsite Response)
- Business Hours: 8:00AM - 6:00PM, Monday - Friday, Excluding Holidays
- Extended Business Hours: 6:00AM - Midnight, M-F, Excluding Holidays
- Hourly Engineering Labor Rates Still Apply (\$149 - \$249 per hour)
- If SLA is Not Met, the Next Quarter is Free
- Swift Remote Access and Onsite Response
- Client's Network is Documented and Mapped for the SLA
- Restrictions and Start-up Fees may Apply

Bronze Level

Bronze is for those companies looking for guaranteed response times during regular business hours. Investment per quarter: \$595

- SLA Effective During Business Hours (8:00AM - 6:00PM, M-F)
- Guaranteed Call Back within 4 Hours
- Guaranteed Next Business Day Onsite Response
- Maximum of 6 Incidents Per Quarter

Silver Level

Silver has been designed for companies looking for weekday support starting earlier in the day and going well into the evening. Investment per quarter: \$795

- SLA Effective during Extended Business Hours (6:00AM - Midnight, M-F)
- Guaranteed Call Back within 2 Hours
- Guaranteed 6-Hour Onsite Response
- Maximum of 6 Incidents Per Quarter

Gold Level

Gold is for clients requiring around the clock access to TNS engineers. Investment per quarter: \$1,145

- SLA Effective 24x7, 365 days a year
- Guaranteed Call Back within 2-Hours
- Guaranteed 4-Hour Onsite during Business Hours, 6-Hours during Non-Business Hours
- 10% Discount on Regular Off-Hours Rates
- Maximum of 6 Incidents Per Quarter

Platinum Level

Platinum offers around the clock access to TNS engineers, additional incidents, and accelerated response times. Investment per quarter: \$1,595

- SLA Effective 24x7, 365 days a year
- Guaranteed Call Back within 1-Hour during Business Hours, 2-Hours during Non-Business Hours
- Guaranteed 3-Hours Onsite during Business Hours, 4-Hours during Non-Business Hours
- 10% Discount on Regular Business Hours and Regular Off-Hours Rates
- Maximum of 9 Incidents Per Quarter

SLA Comparison

	6	7	8	9	10	11	12P	1	2	3	4	5	6	7	8	9	10	11	12A	1	2	3	4	5
Monday		4xNBD (\$165/hr)																						
		2x6 (\$165/hr)											2x6 (\$249/hr)											
		2x4 (\$165/hr)											2x6 (\$225/hr)											
		1x3 (\$149/hr)											2x4 (\$225/hr)											
Tuesday		4xNBD (\$165/hr)																						
		2x6 (\$165/hr)											2x6 (\$249/hr)											
		2x4 (\$165/hr)											2x6 (\$225/hr)											
		1x3 (\$149/hr)											2x4 (\$225/hr)											
Wednesday		4xNBD (\$165/hr)																						
		2x6 (\$165/hr)											2x6 (\$249/hr)											
		2x4 (\$165/hr)											2x6 (\$225/hr)											
		1x3 (\$149/hr)											2x4 (\$225/hr)											
Thursday		4xNBD (\$165/hr)																						
		2x6 (\$165/hr)											2x6 (\$249/hr)											
		2x4 (\$165/hr)											2x6 (\$225/hr)											
		1x3 (\$149/hr)											2x4 (\$225/hr)											
Friday		4xNBD (\$165/hr)																						
		2x6 (\$165/hr)											2x6 (\$249/hr)											
		2x4 (\$165/hr)											2x6 (\$225/hr)											
		1x3 (\$149/hr)											2x4 (\$225/hr)											
Saturday	2x6 (\$225/hr)																							
	2x4 (\$225/hr)																							
Sunday	2x6 (\$225/hr)																							
	2x4 (\$225/hr)																							

Bronze
Silver
Gold
Platinum