



Phenomenal Networks has built a reputation for designing the right system for your needs and we are pleased to also offer superior support and maintenance programs. These are structured at several levels to provide you with the best and affordable support option for your circumstances.

Please review the programs below and choose which makes the most sense for your business.

If you have any questions please call Sales at 952-818-3300.

Please initial the option you require and sign below. We will send you a signed copy with the contract number which will be your key information when you call for service.

**PN PLATINUM CARE** **\$2250/month**

This is the highest service available and is appropriate for high availability systems and provides:

- 24 x 7 on-call support, phone or on-site as necessary
- Includes 16 technical support hours\*\* per month
- Guaranteed return call within 1 hour of request
- Advanced technology certified engineer will be on site within 2 hours (within the Metro Area)
- Includes semi-annual, system-wide audit to review for required software/IOS updates and install as necessary
- NOTE all equipment must be covered by a current SMARTNET contract
- Unused hours in any one month may be rolled over to the following month
- Extra hours required (over 16 for the month) will be billed at:
  - \$145/hour normal weekday times\*
  - \$217.50/hour weekday out of hours
  - \$290/hour weekends and public holidays

**PN PLATINUM CARE PLUS** **\$2250/month**

Same services as Standard Platinum but with the following additions:

- 36 month contract
- A customer credit of \$4,000 (MSRP) per contract period
  - May be used towards purchase of any Cisco hardware, including onsite support appliances
  - Credit may be used any time after 90 days from start of contract
- 24 x 7 on-call support, phone or on-site as necessary
- Includes 24 technical support hours\*\* per month
- Guaranteed return call within 1 hour of request
- Advanced technology certified engineer will be on site within 2 hours (within the Metro Area)
- Includes semi-annual, system-wide audit to review for required software/IOS updates and install as necessary
- NOTE all equipment must be covered by a current SMARTNET contract
- Unused hours in any one month may be rolled over to the following month
- Extra hours required (over 24 for the month) will be billed at:
  - \$145/hour normal weekday times\*
  - \$217.50/hour weekday out of hours
  - \$290/hour weekends and public holidays

\* **Normal Weekday**  
8.00 am – 5.00 pm Central — Hours include travel time from our office to your site

\*\* **“Technical Support Hour” is measured as follows:**  
Normal weekdays = 1 hour,  
Emergency Only— Weekday out of hours =1.5 hours, Weekends = 2.0 hours



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## PN GOLD CARE

\$1450/month

This service is most applicable for medium availability operations and provides:

- 24 x 7 on-call support, phone or on-site as necessary
- Includes 10 technical support hours\*\* each month
- Guaranteed return call within 1 hour of request
- Advanced technology certified engineer will be on site within 4 hours (within the Metro Area)
- NOTE all equipment must be covered by a current SMARTNET contract
- Unused hours may not be rolled over
- Extra hours required (over 10 for the month) will be billed at:
  - \$167/hour normal weekday times\*
  - \$250.50/hour weekday out of hours
  - \$334/hour weekends and public holidays

### Support Policy for Current customers without Phenomenal Care Contract

- Phenomenal will provide phone and e-mail support
  - We will respond within 4 hours of (Phone or E-mail) request
  - Normal working hours
    - \$187/hour for subsequent time spent on that call
    - Hours billed in one hour increments
  - Weekday out of hours
    - Minimum price \$500.
    - \$277.50/hour for subsequent time spent on that call
    - Hours billed in one hour increments
  - Weekends and Public Holidays
    - Minimum price \$500.
    - \$370/hour for subsequent time spent on that call
    - Hours billed in one hour increments

\* **Normal Weekday**  
8.00 am – 5.00 pm Central — Hours include travel time from our office to your site

\*\* “Technical Support Hour” is measured as follows:  
Normal weekdays = 1 hour,  
Emergency Only— Weekday out of hours =1.5 hours, Weekends = 2.0 hours



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**CONTRACT TERMS AND CONDITIONS**

- Term of contract will be 12 months from date of signing except for :
  - Customer may terminate contract with 30 day written notice and upon payment of 50% of contract balance
  - Phenomenal may cancel contract with 30 day written notice if customer is delinquent on payment terms or abuses the above service options.
  - 36 months for Platinum Plus contracts
- Contract will be renewed automatically on a 12 month basis (36 month for Platinum Plus contracts) but Phenomenal reserves the rights to modify terms of the contract – such proposed modifications will be provided to customer in writing at least 60 days prior to end of contract period.
- Billing will be monthly, in advance, with payment due within 7 days of invoice date. Payments received after that time may be subject to a 2% late fee.
- Guaranteed monthly hours do not typically accrue (except as defined in a specific option) but we recommend that you use any spare hours at the end of a month for system review and check by our engineers.
- Customer may upgrade to a higher contract any time during contract term and will be billed at the new monthly rate for the balance of the term
- Customers may not move to a lower contract level during the contract term.

**Please provide the service contract as designated above:**

<b>For</b> .....	<b>For Phenomenal Networks</b>
Company Name	
<b>Authorized by:</b> .....	.....
Signature	Signature
Title .....	Title .....
<b>Date:</b> .....	<b>Date</b> .....

**CONTRACT NUMBER**

**TO BE PROVIDED BY PHENOMENAL AT SIGNING OF CONTRACT.  
PLEASE KEEP THIS NUMBER SAFE AND PROVIDE IT WHEN REQUESTING SUPPORT.**



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