# NETWORK CARE PLUS

Network Care Plus offers a convenient, cost-effective maintenance service for your Cisco equipment. If there's an equipment malfunction, your qualified IT staff perform a detailed fault analysis and then contact the Telstra service desk. After checking to see if the network connection is at fault, our service desk will arrange either equipment or parts replacement depending on the assurance level selected. We provide a range of service assurance times to suit the needs of each site.

Network Care Plus gives you flexibility to use the service with or without a Managed Router service from Telstra Managed Data Networks. It offers the choice of simple equipment maintenance when you don't need a full management service. You gain the simplicity of a single invoice, and a single point of contact through the service desk to make the process more convenient, while still retaining control with full read/write access to the devices to make configuration changes and do backups. You just pay for maintenance, which makes it highly cost-effective.

| Features | Benefits |
|---|---|
| **Single service desk**<br>Once you've identified that the fault is likely to be a hardware failure, you contact our service desk and we will check the network connection. If the network connection is not at fault, we will supply a replacement or parts for that device. | • Save time and effort – we handle maintenance so you can get on with more important tasks.<br><br>• Gives you a convenient single point of contact for problem resolution. |
| **Choice of service assurance levels**<br>The combined Telstra/Cisco target service response options comprise:<br><br>• **3 hour target** – equipment is delivered on site 24/7 by a Cisco technician within a target of 3 hours.<br><br>• **5 hour target** – equipment is delivered on site 24/7 by a Cisco technician within a target of 5 hours.<br><br>• **Business Hours** – equipment is delivered onsite by a Cisco technician within a target of 5 hours, 8am to 5pm, Monday to Friday, excluding public holidays.<br><br>• **Next Business Day** – equipment is delivered on site by Next Business Day (best efforts in remote /regional locations). This is parts only – no Cisco technician will arrive on site. | • Select from a range of service assurance levels to suit your business requirements. Service assurance availability will depend on the device type and location of your site. |
| **Option to rent or buy equipment**<br>• Rent equipment<br><br>or<br><br>• Purchase outright from a wide range of Managed Data Networks accredited equipment. | • An affordable operating expense that's easy to budget for.<br><br>• Leverage our economies of scale and Gold Partnership with Cisco for attractive buy prices. |
| **Combined Telstra bill**<br>The Network Care Plus charge will be a single line item on your Telstra bill. | • Simple billing to save you time. |
| **Self-management option**<br>You can choose to perform configuration changes and daily management tasks through full read/write access. | • Ability to retain control of your equipment |
| **Complements the Managed Router service**<br>Combine Network Care Plus with the Managed Router service and choose how you use the service at each site. | • Flexibility to meet individual site requirements. |

## Complementary services

We offer additional services that complement the solution and add extra capability and value. These include:

- **Professional Services** – provides additional on site assistance for your devices for tasks such as design and installation. Please note, the equipment must be purchased from Telstra

- **Managed Router** – the core service in the Managed Data Networks suite helps ensure optimal wide area network performance. It provides configuration flexibility and tight integration with our data networks, professional support and best-of-breed tools to remotely monitor, manage and report on your on-premise routers and networks.

## About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Telstra Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

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