



network integration and
support services

UNLIMITED REMOTE SUPPORT - LEVEL 1

Introducing Network Integration and Support Services Unlimited Level 1 remote support.

Employees in large organisations have unlimited access to remote helpdesk support. In the spirit of our tagline “Enterprise IT Support for Everyone” NISS brings this capability to all small business.

Included with URS:

- Business hours live remote support and response
- Unlimited, “all you can eat”, support calls per userⁱ
- “How to” support for all installed desktop programsⁱⁱ
- All repairs and maintenance that can be carried out remotely
- Access to online customer portal
- Access to onsite support

Exclusions

- On-site support
- Server support
- Server configuration

Service Fees ⁱⁱⁱ

\$55.00 per user per month^{ivv}

ⁱ Support to a single users primary computer, and portable devices, laptop, handheld iOS or Android phone and tablet.

ⁱⁱ We are here to help. All reasonable attempts to learn to support your line of business applications however support engineers are mainly knowledgeable in standard MS desktop Office applications.

ⁱⁱⁱ Requires acceptance of Network Integration and Support Services standard terms and conditions.

^{iv} 12 month minimum contract. Excludes GST.

^v Subject to NISS fair use policy

^{vi} Sale Price. Normally price \$110 per user per month