



# CONVENIENT, AFFORDABLE SWITCH AND ROUTER MAINTENANCE

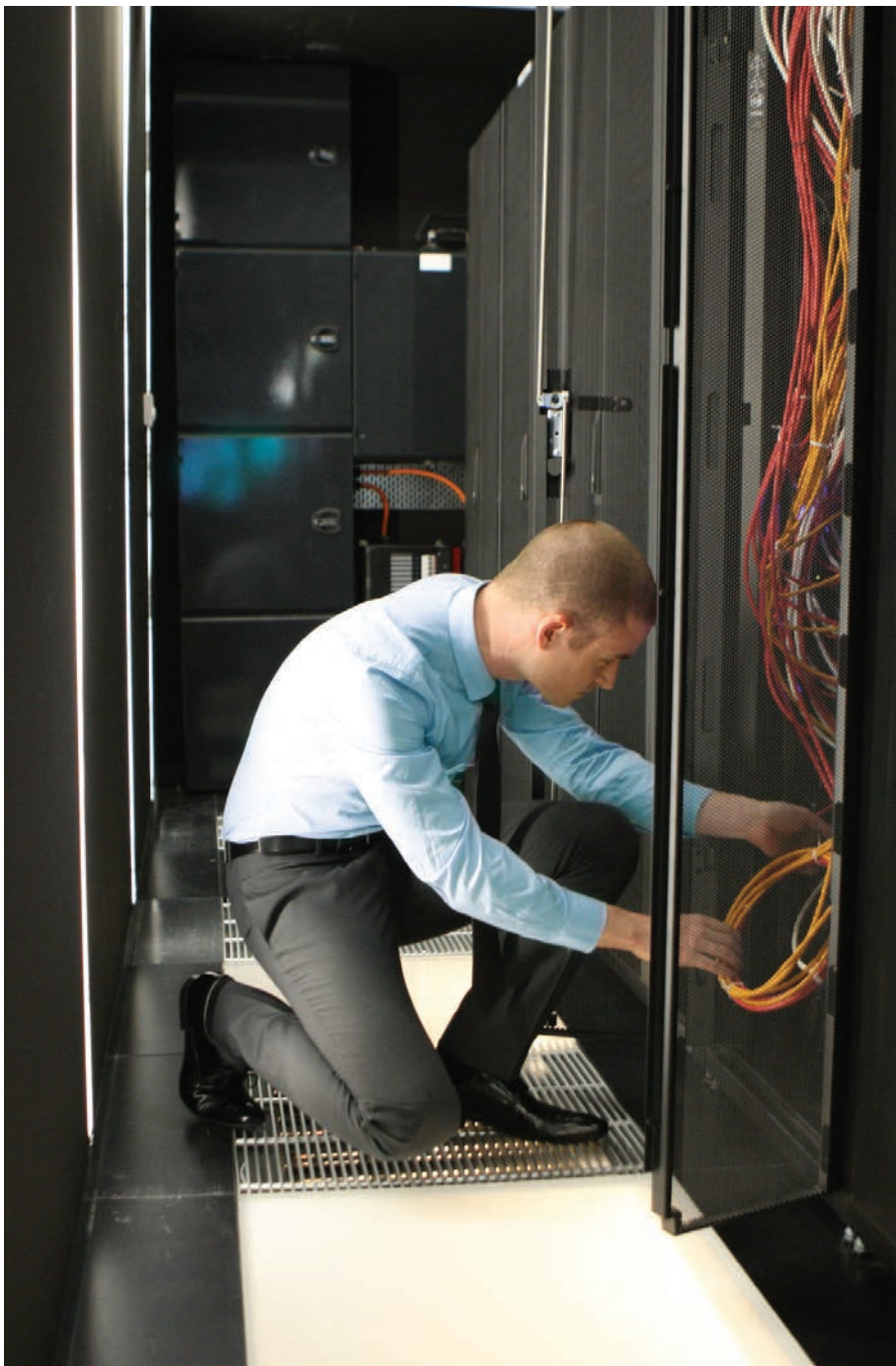
## SUMMARY

Telstra Network Care Plus offers a convenient, cost-effective maintenance service for your accredited Cisco switches and/or routers. It also lets you take advantage of our partnership with Cisco to obtain affordable pricing for your on-premise network equipment.

The Network Care Plus maintenance process is simple. If there's a switch and/or router malfunction, your qualified IT staff perform a detailed fault analysis of the equipment. Then you contact the Telstra service desk - available 24/7. After checking to see whether or not the network connection is at fault, the service desk will arrange equipment replacement. 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. With an existing Managed Router service, Network Care Plus offers the choice of simple router and/or switch maintenance at less critical sites, and full router management at more important ones. You gain the simplicity of a single invoice, and a single point of contact through the service desk to make the process more convenient.

It's also ideal if you don't want to fully outsource router management to us through the Managed Router service. You're able to retain control to perform routine management tasks, paying only for maintenance which makes it highly cost-effective.



## BENEFITS

- **Save time and effort** – let us handle switch and/or router maintenance so you can get on with more important tasks
- **Flexible** – Use the service on its own or as a complement to your existing Managed Router service
- **Affordable** – Take advantage of our Gold Partnership with Cisco to enjoy cost-effective buy prices for maintenance and equipment
- **Simple and convenient** – Simplicity of a one service desk and single bill.

## FEATURES

### Single service desk

The Telstra service desk gives you a convenient single point of contact for problem resolution. Once you've identified that the fault is likely to be a hardware failure, you contact us and we will check the network connection. If the network connection is not at fault, we will initiate a replacement for that device.

### Self-management option

With Telstra Network Care Plus, you can choose to retain full control of your equipment to perform configuration changes and daily management tasks.

### Choice of service assurance levels

Select from a range of service assurance levels to suit your business requirements, though service assurance availability will depend on the device type and location of your site. The combined Telstra/Cisco service response options comprise:

- Equipment is delivered within 3 hours target to your site, 24x7
- Equipment is delivered within 5 hours target to your site, 24x7
- Equipment is delivered within 5 hours target to your site, 8am to 5pm, Monday to Friday, excluding public holidays.

### Option to rent or buy equipment

You can either rent switches and routers or purchase them outright from the wide range of Managed Data Networks accredited equipment. If you choose to purchase, you can leverage our economies of scale and Gold Partnership with Cisco for attractive buy prices.

### Simple billing

The Network Care Plus charge will be a single line item on your Telstra bill.

### Works on its own or with the Managed Router service

You can have Network Care Plus on its own without any existing management service from us. It's also the ideal complement to the managed router service. Use it to provide an extra level assurance to router management at important sites, or on its own at less critical sites.

## 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** – this is the core service in the Managed Data Networks suite of solutions. It provides 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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