



Citrix **Premium** Partner Support Package

Incident Coverage

TouchNet NW, Inc. will provide telephone support for up to 50 incidents in one contract year. Telephone support coverage is available 24X7, excluding holidays. Coverage to be delivered via email, telephone, remote access, or web tools. On-site calls will be billed at \$175 per hour, and be given priority over on-site calls to customers without valid service agreements. Incidents may be converted to on-site labor at a 3 to 1 ratio.

Number of Contact

Five employees from your company will be authorized to contact us in case of a support issue. Additional contacts may be added to the agreement for \$1500 per contact.

Priority

Citrix **Premium** Partner Support customers will be given priority over customers without valid service agreements.

Issue Resolution

TouchNet NW will escalate any and all unresolved issues not being actively addressed at the time by a TouchNet NW service representative directly to Citrix within 24 hours of the initial response by TouchNet NW. TouchNet NW will continue to act as a liaison between the customer and the manufacture.

Documentation

All calls and on-site visits will be logged and a description of the resolution will be provided to you upon request. Web-based tracking is available.

Dial-in Support

TouchNet NW will dial-in to you servers to monitor and attempt resolution remotely upon request.

Price

\$25000.00 additional incidents can be added to this contract. Contact your account representative for a quote.

Quarterly Updates

Your TouchNet NW account representative will schedule a quarterly on-site meeting to review your current configurations, advise you of recent pricing structures and product upgrades, and recommend any additional updates.

Contract Term

One year or 50 incidents – which ever occurs first.

Additional Packages

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|---------------------------------|-------------|
| Additional 25 Premier Incidents | \$12,500.00 |
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