

# 1Source Tech Business Premium Plan

## Detailed subscription and features

This summary may not reflect any discounts or promotions which may apply from time to time

### Plan

Monthly  
Subscription

**\$350/month**

As part of this subscription you will receive access to 1Source's Tech business support team over the telephone, Mon - Fri from 9am to 5pm. This service provides support and advice for the following:



#### FIXED INTERNET & NETWORKS

- Connection of internet enabled devices to the Wi-Fi
- Troubleshoot network connectivity
- Port forwarding
- Business Internet – Assistance with setup and configuration of business internet and connecting multiple users and peripherals onto the network
- Networks – ability to diagnose and assist with network management and configuration
- Managed Wi-Fi (hotspot) configuration
- Networked printers and other CPE support



#### EMAIL

- Email setup & troubleshooting, advice and clean up
- Corporate Email - Ability to setup group and shared email accounts as well as provide tutoring on how to setup administration capability



#### DEVICE, APPS & HARDWARE

- Software, Mobile, Laptop, Tablet or peripheral setup/ troubleshooting
- Laptop health check and tuning
- Assistance with setup and on boarding to Office 365 services
- Modem & Router configuration
- Security devices (cameras etc.) & Complex MFD (printers, scanners etc.)

#### SECURITY & PROTECTION

- Laptop security advisory
- Anti-virus software setup
- Settings and privacy setup
- Device operating system recovery
- Microsoft Office recovery
- Malicious software removal
- Network security support/guidance and configuration
- Security – Ability to assist with setup and configuration of firewalls, end point protect, backup and recovery plan
- Windows Servers - Ability to diagnose issues with servers and assist with remote configuration

What's  
Included

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## STORAGE & BACKUP



- Cloud storage setup and assistance
- Data storage (Transfer limits should not exceed 50GB)
- Data backup
- Business storage and support
- Data archiving

## WEB SUPPORT



- Business Web support – support and tutorials for 1Source Online Essentials and other web services
- Domain and hosting

## What's Not Included

- 1Source Tech services are not available for some devices and software. The cost of any software/hardware is not included in the price of the service and you are responsible for any data charges.
- In store support are not included as part of this service.

Minimum Cost  
includes set up costs


# \$350

Casual month by  
month

Maximum Early  
Termination  
Charges (ETC)

You can cancel at anytime but will need to pay any charges you owe up to the point of cancellation which may include the full month charge of \$350 for the current billing cycle. (No credit issued)

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