

TroCare Remote Tier 1

Remote Support Plan

Includes:

- Standard office hours remote support
- Level 1 remote troubleshooting
- Level 2 remote troubleshooting within 1 working hours
- 4 hour remote support per month
- Free call-out within 24 working hours
- No carry-over of any hours not used

Excludes:

- Travel costs
- Labour costs on call-out
- All parts (if any required)

Advantage:

- Reduced cost on remote support (50% saving – Normal price per hour R450)
- Fixed price for remote support

Price:

R 900.00 per month

R 10 800.00 per annum (5% discount applicable if paid up front for annum)