

## TroCare Remote Tier 2

### *Remote Support Plan*

#### Includes:

- Standard office hours remote support
- Level 1 remote troubleshooting
- Level 2 remote troubleshooting within 2 working hours
- 2 hour remote support per month
- Chargeable call-out within 36 working hours
- No carry-over of any hours not used

#### Excludes:

- Call-out costs
- 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 450.00 per month**
- R 5 400.00 per annum (5% discount applicable if paid up front for annum)**