



Revised July 2022

PCS International Shared Responsibility Model

What is the PCS International Shared Responsibility Model for Services?

As your Technology Solutions Provider, we have a responsibility to ensure the service we provide you are up and always running on our servers. Technicians are available via email support@pcsintl.com. Our typical hours are 8am - 6pm Central time Monday-Friday, however 24x7x365 after-hours options are available.

As the customer, it is your responsibility to make sure your devices, internet connection, security, and software are configured and working properly so that they can communicate with our servers. Unless of course, you have contracted us for that!

In general, if there is a self-service option available for your service, your responsibility extends to using it and we are happy to provide instructions or guidance. However, if you need additional assistance, you may contact us to discuss your options for contracting our support services.

When there is a problem that we are unsure of the source, we will work with you to determine if the problem is on our side or your side. This troubleshooting will initially be done at no charge. If the problem is determined to be on your side, you can either contract us to assist further or you may choose to have someone else assist you.

PCS ManageIT – Managed Services

- ❖ Self Service Option?
 - N/A
- ❖ Can customer self-install?
 - Initial Provisioning must be done by PCS International for all customers and all devices to be covered
- ❖ Can customer make account changes?
 - Network devices changes must be done by PCS International, and this will not modify your monthly cost ongoing
 - Changes to the number of locations must be done by PCS International and this will modify your monthly cost ongoing
 - Changes to the number of workstations/servers will modify your monthly cost ongoing - These may be detected by our system automatically and price adjusted accordingly
- ❖ NOTE:
 - PCS International will remove workstations/servers at no additional cost upon request
 - PCS International must add items into the network and the cost is described in your PCS ManageIT agreement (workstations) or will be provided via separate proposal (servers, network devices, or locations)
- ❖ Example(s) of covered items:
 - All normal Level 1 (Help Desk) support – Remote
 - Examples (not limited to):
 - Helping users with basic problems with email, operating their computer, connecting to their printer
 - All normal Level 2 (Desktop) support – Remote or Onsite as needed



- ❖ Examples (not limited to):
 - Troubleshooting network/computer problems, fixing software issues, repair of hardware problems.
 - All normal Level 3 (Network Administrator) support – Remote or Onsite as needed
 - Examples (not limited to):
 - User creation/deletion, setting security permissions, server troubleshooting, repair of hardware problems and support of Desktop support
 - All normal Level 4 (Network Engineer) support – Remote or Onsite as needed
- ❖ Examples (not limited to):
 - Engineering the installation or removal of devices from the network, high end server work, and support of Network Administrators
 - All normal Level 5 (Virtual CIO) support – Remote or Onsite as needed
 - Examples (not limited to):
 - Strategic planning, integration with executive team/ownership, 5-year budgets, corporate IT Vision, assistance with vendor negotiation, and support of Network Engineers
- ❖ Example(s) of items not covered (but available for additional charge) include, but are not limited to (see your PCS ManageIT Agreement):
 - Personal or other devices not listed in the agreement
 - Support outside the hours or days (holidays) listed in your agreement
 - Taxes required by appropriate taxing bodies
 - Insurance Claims (e.g., water, fire, cybersecurity, etc.) – will be billed to your carrier directly.
 - Any legal discovery or audit responses
 - Any work needed as the result of 3rd party vendors working on the network without first coordinating with PCS International
 - Printer repairs (troubleshooting is included), non-VOIP phone system support, wiring repair, Data Recovery (e.g., failed hard drive or data not placed on server for proper backup), and fees from manufacturers for any warranty covered devices (e.g., shipping or fees for not covered damage)
 - Hardware & software including their support agreements
 - Subscriptions not detailed in your agreement
 - Complex usage of applications (e.g., doing general ledger entries in an accounting system) is not covered, however, ensuring the accounting system can continue to operate is
- ❖ Limited Support:
 - Hardware that is no longer covered by manufacturer support will receive two (2) repair attempts for the same problem before we recommend replacement OR our continued support of that device converts to hourly
 - Software that is no longer covered by manufacturer support will receive two (2) repair attempts for the same problem before we recommend replacement OR our continued support of that software converts to hourly