

## *nciSECURE Service Options*

The *nciSECURE* Program provides a simple, cost-effective way to protect networking investments and reduce the cost of network operations by supporting our customers via phone, e-mail and on-site support. All *nciSECURE* programs are offered as a fixed term of one year.

### ***nciSECURE-Basic***

- Email access to NCI System Engineer
- Unlimited number of technical support incidents for one full year
- Designed for small business

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### ***nciSECURE-Pro***

- Email access to NCI System Engineer
- Unlimited number of technical support incidents for one full year
- Designed for customers who want direct access via telephone
- **Direct telephone support during regular business hours. Monday to Friday, from 9:00AM to 5:00PM EST**
- **Issue assignment to NCI engineer within four business hours of receipt of call**

***nciSECURE-Pro Plus+*** includes: *nciSECURE-Pro* and:

- Direct telephone support 7 days a week 24 hours a day

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### ***nciSECURE-Advantage***

- Email access to NCI System Engineer
- Unlimited number of technical support incidents for one full year
- Direct telephone support during regular business hours. Monday to Friday, from 9:00 AM to 5:00PM EST
- Issue assignment to NCI engineer within four business hours of receipt of call
- **On-Site support during regular business hours. Monday to Friday, from 9:00AM to 5:00 PM EST**

***nciSECURE-Advantage Plus+*** includes: *nciSECURE-Advantage* and:

- Direct telephone support 7 days a week 24 hours a day
- **On-Site support 7 days a week 24 hours a day with 4 hr response.**



\*\*All products MUST be covered by valid Manufacturer Subscription as a prerequisite to the purchase of *nciSECURE* Programs\*\*

For more information please contact NCI at [sales@netcyclops.com](mailto:sales@netcyclops.com)