



Edoc Marketing All-Access Remote IT Support

Edoc Marketing has teamed up with PRO OnCall Technologies to offer exclusive Remote Technology Support for its End-Users. Since Edoc Marketing is an IT Partner with PRO OnCall, its End-Users reap the benefits of reduced technology support costs, knowledgeable technicians, highly-available tools, and a closely-knit relationship.

Everyday Support & Maintenance

- *PC Support*
- *Connectivity Support*
- *Repairs & Updates*

Planning, Assistance & Consultation

- *Security & Protection Q&A*
- *Assistance with maintaining Edoc Standards*
- *Product Recommendation & Procurement*



**Sign-Up Today for
only \$15/month!**



866-726-6225 ○ Support@Partner-Central.Net

Edoc Marketing All-Access Remote IT Support

Overview, Inclusions, & Limitations

- This agreement offers All-Access Remote IT Support under Edoc Marketing's IT Partnership Agreement with PRO OnCall Technologies. End-users are offered this program of All-Access Remote Support at a flat-fee per computer. Partner Central of PRO OnCall Technologies is the centralized coordination desk for all support requests.
- This agreement is limited to remote assistance of a single (1) end-user with a single (1) computer, and the connectivity guidance, attached equipment, licensing, peripherals required for use of this system.
- End-user must maintain the System Minimum Standards in order to qualify for this program through Edoc Marketing & PRO OnCall Technologies.
- If you make any changes whatsoever to your connectivity, equipment, licensing, peripherals, or any other area of your personal technology, you must notify PRO OnCall in writing through Support@Partner-Cental.net. If such changes violate the System Minimum Standards, PRO OnCall Technologies is not required to support requests until System Minimum Requirements are met.
- This agreement stands as long as Edoc Marketing maintains an All-Access IT Partnership Agreement with PRO OnCall Technologies. If Edoc Marketing's agreement is terminated for any reason, your access to this program will also be terminated. No remedy, refund, or further engagements will be afforded under this agreement upon termination.
- This agreement stands as long as End-user is an employee, contractor, or designee with Edoc Marketing. Access to this program will immediately terminate if End-users employment, contracting, or other engagements with Edoc Marketing terminate. No remedy, refund, or further engagements will be afforded under this agreement upon termination.
- This program is for remote support only and does not include onsite efforts. If PRO OnCall Technologies is unable to assist remotely for any reason, there will be no remedy, refund, or further engagements afforded under this agreement.
- Support is offered under this agreement from 8a until 5p, Monday through Friday, Eastern Time. After-hours or Emergency Support beyond this time restriction is available at the After-hours premium rate and will be charged to an End-user-provided credit card above and beyond the fees associated with this Agreement. After-hours premium rate under this agreement is \$194/hour with a 1-hour minimum commitment.
- PRO OnCall Technologies will respond to requests for technical support under the following guidelines:
 - Individual User is completely unable to work: 24-48 hours
 - Individual User is slowed or partially working: 48-72 hours
 - Individual User has a nuisance or a question: Next opening on schedule
- PRO OnCall Technologies requires a reliable point of contact and timely responses for coordinating service. Lack of responsiveness to requests from PRO OnCall will delay resolution, even after Partner Central responses within the guidelines above.
- To submit requests for support, End-user must contact Partner Central via email at Support@Partner-Central.net or 866-726-6225. End-user must provide name on the account (Edoc Marketing) & personal name with location (i.e. John Doe in Nevada). After verifying this information, End-user must explain level of urgency as outlined in the guidelines above (completely unable to work), and Partner Central will respond according to these guidelines (24-48 hours).
- Payment under this program is an auto-payroll deduction, after paying applicable payroll taxes, and is performed by Edoc Marketing directly. Termination of this agreement requires 90-days written notice to Edoc Marketing, who will in turn notify PRO OnCall Technologies through agreed upon processes.
- By signing this agreement, End-user agrees to the payment & termination terms, acknowledges & understands the outline above, & accepts PRO OnCall Technologies Standard Terms and Conditions found at www.ProOnCall.com.

End-User Signature & Date:	
End-User Name:	
End-User Address (Street, City, State, Zip):	
End-User Phone:	