

# TELX MEMBERSHIP PROGRAM OPTIONS

## What is TELX MEMBERSHIP PROGRAM?

TELX membership program is a great way for our clients to try to manage and help take control of their IT expenses.

## How does the program work?

You choose the program that is right for your needs, and lets you lock in TELX's great service at low, low rates. These program options are subject to the terms and conditions below.

The table below explains three levels of memberships and the benefits of each one.

✓ = **FREE**

✗ = **NOT INCLUDE**

TELX MEMBERSHIP BENEFITS	CLASSIC MEMBERSHIP	PREMIUM MEMBERSHIP	GOLD MEMBERSHIP V.I.P
On Site Technician Support	Include up to 1 Service Hour/Month	Include up to 3 Service Hours/Month	Include up to 5 Service Hours/Month
E-Mail Support / Unlimited	✓	✓	✓
Phone Support / Unlimited	✗	✓	✓
Remote Support / Unlimited	✗	✓	✓
MS Office Training & Troubleshooting	✗	✗	✓
E-Mail Configuration	✗	✗	✓
Server & Workstations Virus Update	✗	✗	✓
Servers Monthly check up & Maintenance	✗	✗	✓
Server & Workstations Windows Update	✗	✗	✓
Nights/Weekends only Emergency <small>(excluding Mon-Fri 9-6)</small>	✗	✗	✓
Servers Monthly back Up check up	✗	✗	✓

