



NETSOLVE® MOVES, ADDS, and CHANGES

Definitions:

MOVES: A physical change of equipment location. A Move is treated as a new installation and requires project management, a potential dispatch for equipment installation and a potential dispatch to disconnect existing equipment. A Move will incur a charge based on standard NetSolve Moves, Adds and Changes (MAC) charges.

ADDS: An installation of new equipment. An Add requires project management and a potential dispatch for equipment installation depending on the device. An Add will incur a charge base on NetSolve MAC charges.

CHANGES: There are three type of changes; physical modifications, logical upgrades and logical modifications:

- **CHANGE – Physical modification:** A physical modification is a change in existing equipment. This is treated as a new installation and requires project management and a potential dispatch for equipment installation. A physical modification will incur a charge based on standard NetSolve MAC charges.
- **CHANGE – Logical upgrade:** A logical upgrade is typically a bandwidth upgrade to a transport circuit requiring coordination with a third party.
- **CHANGE - Logical modification:** A logical modification is typically a configuration change to a router or switch. It could be a protocol change, a software upgrade, or a feature change on device already under NetSolve management.

Examples:

MOVE example – ACME Company is moving from 17 Main Street to 214 Walnut Boulevard. This example requires one dispatch to disconnect the existing equipment and a second dispatch to reconnect the new equipment at 214 Walnut Boulevard.

ADD example - ACME Company is adding a new site with new equipment in Denver, CO. This will require a dispatch and implementation charge at the same rate as a new installation.

CHANGE – Physical Modification example - ACME Company requests a circuit upgrade at their New York site. The circuit is going from 56kbs to 256kbs and requires a new CSU. This change requires coordination with the transport provider, an onsite engineer and new equipment to install.

CHANGE – Logical Upgrade example – ACME Company requests a circuit upgrade at their New York site. The circuit is going from 128k to 256k and requires coordination with the transport provider. The current equipment on-site will support the changes.

CHANGE – Logical Modification example – *Router example:* ACME Company is changing protocols at one location. They request a configuration change at the headquarter router.

IP Phone example: ACME Company is adding new IP telephones at its Chicago site. There are sufficient unused LAN switch ports for the new phones and the customer has plugged in the new phones so that no on-site dispatch is required. ACME's Chicago site contact has submitted a MAC form requesting the additional IP Phone numbers and Unity mailboxes. NetSolve will perform the configuration changes on the Call Manager and Unity applications to enable the new phones.

Device-Specific Requirements:

Routers: NetSolve may coordinate the dispatch for MACs.

Gateways: NetSolve may coordinate the dispatch for MACs.

Switches: NetSolve may coordinate the dispatch for MACs.

Wireless Access Points: NetSolve may coordinate the dispatch for MACs.

Firewalls: NetSolve may coordinate the dispatch for MACs.

IDS: NetSolve may coordinate the dispatch for MACs.

Host IDS: The customer is responsible for physical Moves or physical Changes to servers supported with Host IDS. NetSolve will not dispatch for MACs. NetSolve will work with the customer to complete database changes needed to continue protecting the server with Host IDS.

All Changes are considered logical to NetSolve and must meet the scheduling requirements outlined below.

VPN: Physical Moves or Changes to VPNs are handled in accordance with the MAC policy on either the firewall or router that the VPN is implemented on. All additional VPN point-to-point connections requested will be treated as an Add. All other changes to VPN point-to-point connections are considered a "Change – Logical Modification" and must meet the schedule requirements outlined below.

Servers: The customer is responsible for physical Moves or Changes to servers. NetSolve will not dispatch for MACs. NetSolve will work with the customer to complete database changes needed to continue managing the server.

All Changes are considered logical to NetSolve and must meet the scheduling requirements outlined below.

Desktops: The customer is responsible for physical Moves or Changes to the desktops and database changes related to the equipment. It is recommended that the customer rerun the inventory collection report for both hardware and software after the MAC. If an agent is added to a new piece of equipment, the quarterly report will automatically recognize the Add and begin billing for that device.

IP Phones: The customer is responsible for the physical placement of IP Phones. NetSolve will provide the logical Change to support the new placement. All Changes are considered a "Change - Logical Modification" and must meet the schedule requirements outlined below.

Scheduling Requirements and Charges for MACs:

MOVES:

Scheduling Requirements: Physical Moves should be scheduled 10-days in advance. Physical Moves not scheduled 10-days in advance may incur an expedite charge. See the Price List for expedite charges.

Charges: A Move will be charged at standard implementation and installation rates between the hours of 7:00 AM to 7:00 PM (CT), Monday through Friday (applies to international and domestic sites). If a Move requires a disconnect and a re-install, the charge will be as described on the Price List. Physical moves required before 7:00 AM or after 7:00 PM (CT) or on the weekends will be charged at the standard professional services rates in addition to the standard implementation and new installation rate.

ADDS:

Scheduling Requirements: Adds must be scheduled 10-days in advance. Adds not scheduled 10-days in advance will incur an expedite charge. See the Price List for expedite charges.

Charges: An Add will be charged at standard implementation and installation rates between the hours of 7:00 AM to 7:00 PM (CT), Monday through Friday (applies to international and domestic sites). Adds required before 7:00 AM or after 7:00 PM (CT) or on the weekends will be charged at the standard professional services rates in addition to the standard implementation and new installation rate.

If a customer self-installs new equipment, NetSolve will make the required configuration changes and will be charged as a "Change -- logical modification" rate as described below.

Devices requiring configuration at NetSolve's staging and integration facility must be shipped to NetSolve, freight pre-paid by Customer, unless such devices are purchased from NetSolve. NetSolve will invoice Customer for freight charges to ship equipment to Customer locations.

CHANGES -- Physical Modifications:

Schedule Requirements: All physical modifications must be scheduled 5 days in advance. Expedite fees, as described on the Price List, may be charged if the scheduling requirement is not met.

Charges: A physical modification will be charged at standard implementation and installation rates between the hours of 7:00 AM to 7:00 PM (CT), Monday through Friday (applies to international and domestic sites). A physical modification required before 7:00 AM or after 7:00 PM (CT) or on weekends will be charged at the standard professional services rates in addition to the standard implementation and new installation rates.

CHANGES-- Logical Upgrades:

Schedule Requirements: All logical upgrades must be scheduled 5 days in advance.

Charges: There will be no charge for logical upgrades if scheduled in advance as described below. There will also be no charge for logical upgrades required to repair a down condition, anytime. Logical upgrades not scheduled in advanced will be charged at standard after hour professional services rates.

CHANGES - Logical Modification:

Schedule Requirements: Unscheduled logical modifications requested by 12:00 PM (CT) will be completed by the next business day. Unscheduled logical modifications requested after 12:00 PM (CT) will be completed within two business days. However, logical modifications that are required before 7:00 AM or after 7:00 PM (CT) or on weekends (OFF HOUR) must be scheduled 48 hours in advance.

Charges: There will be no charge for logical modifications if scheduled in as described below. Required OFF HOUR logical modifications not scheduled in advanced will be charged at standard professional services rates.

Please refer to the [Standard NetSolve Price List](#) for pricing Move, Adds and Changes.