

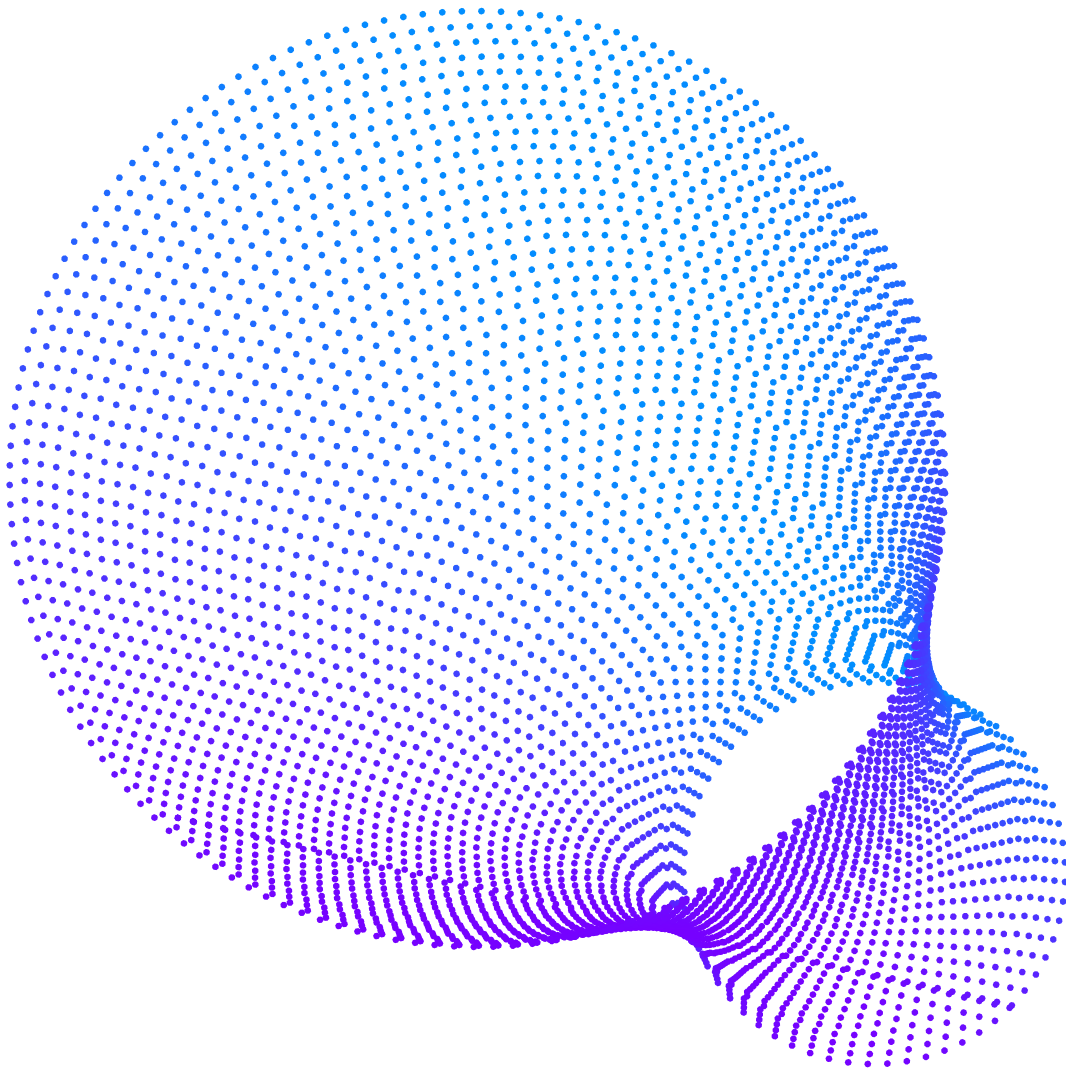


mdc

Where networks
connect on the border

On-site Support

Professional support service that enables routine, planned, and emergency maintenance for customers at any of our data centers





We are there when you can't be

On-site Support helps you cover any need for support before, during, and after you deploy your services - even in emergencies or for unplanned activities. We offer three service options that adjust to the specific requirements of each project.

On-site Support packages

On-demand Pay only for what you use	Monthly Subscription Guaranteed savings	Prepaid Package Stay a step ahead
<ul style="list-style-type: none">• Submit requests quickly and easily through our NOC or Portal• You only pay once the service has been rendered• The price varies according to the type of support: Smart Hands or Remote Hands• Services available 24/7 at all of our data center facilities	<ul style="list-style-type: none">• Have your service always ready to use• Remote Hands and Smart Hands included. All support activities included in your package will have a fixed price per hour.• Packages available with 5, 10, and 25-hour options• Preferential rates depending on the volume of contracted hours• Services available 24/7 at all of our data center facilities <p data-bbox="711 1732 880 1753">Recommended option</p>	<ul style="list-style-type: none">• Pay in advance, valid for 45 days• Remote Hands and Smart Hands included. All support activities included in your package will have a fixed price per hour.• Packages available with 5, 10, and 25-hour options• Servicio disponible 24/7 en cualquiera de nuestras localidades

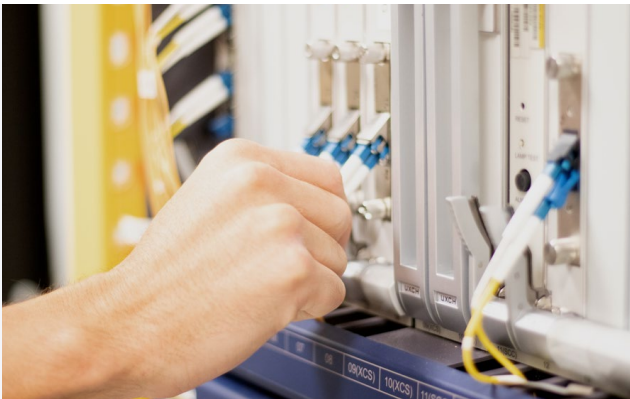


What you need to know about On-demand On-site Support

Price is based on the scope of the activities to be carried out: Smart Hands or Remote Hands, and the hours requested.

Monthly subscription and Prepaid packages of On-site Support include everything you need

For monthly subscriptions and prepaid packages, there is no distinction between Remote Hands or Smart Hands.



Smart Hands

- Equipment installation or replacement
- Extraction or installation of interfaces, cards, or optical modules
- Hot swaps in advanced migration circuits (*Hot Cut*)
- Advanced maintenance windows
- Advanced circuit testing (*OTDR*)



Remote Hands

- Visual verifications
- Verification of the integrity of the cables in the installed equipment
- Fiber and connector cleaning
- Energy status check
- Power cycling (*reboot & reset*)
- Standby assistance
- Photographic documentation of the space or equipment
- Inventory audit and labeling
- Shipping and receiving activities
- On-Site tool or equipment storage
- Discarding boxes or items
- Basic cleaning of equipment or spaces

FAQs

+ What is On-Site Support?

MDC offers three pricing models for On-Site Support services, which include: on-demand, monthly subscriptions, and prepaid packages.

+ What are the On-Site Support pricing models?

On-demand

Request at any time. On-Demand support services are priced based on the scope of the activities to be performed, to determine the scope the activities are classified as either Remote Hands or Smart Hands.

Monthly Subscription

Monthly subscriptions are discounted in price based on the number of hours contracted and include options for 5, 10, and 25 hours. For this subscription type, there is no distinction between Remote Hands or Smart Hands, you can request any activity within your monthly package at a fixed price per hour.

Prepaid Package

Purchase support packages by the hour before having to request any support work. The prepaid package includes a 10 and 25-hour option. For this subscription type, there is no distinction between Remote Hands or Smart Hands, you can request any activity within your monthly package at a fixed price per hour.

+ Which pricing model is best for me?

We know that each project is unique, that's why we have three options available to offer you max flexibility. However, keep in mind that unforeseen events or unplanned activities do happen and can accumulate additional charges. For this reason, we recommend a monthly subscription package, that way you can count on a set of support hours ready to use at any time and in any of our locations.

Some of our clients have had a **savings of up to 68% under a monthly subscription package** thanks to discounts for the number of hours contracted in the package.

FAQs

+ Do you charge me for any type of activity, even if it is very small?

No. We are here to support you at any time, if you need a task that does not require more than 15 minutes of assistance, we will carry it out for free. The hours of support begin to be charged at 16 minutes.

+ I already have a contracted vendor who handles facilities and warranties, why should I consider MDC?

We are here to serve as the last line of defense if you cannot wait for the technician or the warranty times, we can solve it much faster. Another benefit is that we have coverage across the border. Companies often send engineers from their headquarters from cities like San Antonio, Dallas, or Los Angeles, but we can be there in less time.

+ What are the hours of operation and how does it work?

Office hours are 9 AM to 6 PM CST, but **On-site Support packages can be used anytime during business hours and after business hours**. During office hours, the On-demand package is billed at a minimum of one hour per ticket. After the first hour, services are billed in fifteen-minute increments. After-hours support tickets are billed a minimum of three hours in fifteen-minute increments.

+ On-Site Support Benefits

- Quick responses
- Bilingual engineers at all our locations
- On-site experts, trained to work with any brand
- Documentation: Photographic reports and floor diagrams
- Information and monitoring of activities in real-time



Pricing List

On-demand	During business hours	After business hours
Remote Hands	\$175.00	\$250.00
Smart Hands	\$200.00	\$275.00

Monthly Subscription	5 hours / month	10 hours / month	25 hours / month
On-site Support	\$175.00 / hour	\$150.00 / hour	\$135.00 / hour

Prepaid Package	10 hours	25 hours
On-site Support	\$150.00 / hour	\$135.00 / hour



We are here to support you

Send us a message to sales@mdccenters.com or schedule a meeting with us:



[Customer Success Mexico](#)

[Customer Success USA](#)



Have an emergency?

Reach our NOC team at [+1 \(956\) 340 4245](tel:+19563404245) or send us an email to

noc@mdccenters.com



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About MDC Data Centers

We are a data center partner that enables connectivity by creating a neutral environment for interconnection and synergy. Our purpose is to foster progress in our industry and ease the way for those who connect the world and transcend societies.

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 @mdcdatacenters

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