



Managed Small Business Internet services Package

- Domain Purchase/Renewal & Ownership per annum (1 domain) – Additional domains are an additional cost, priced dependent upon the extension (.com, .co.uk, etc)
- Web Hosting – Windows or Linux based servers – 100Mb webspace, additional space upon request.
- Email Management – up to 30 pop mail accounts created and maintained by us.
- SMTP mail feeds created, managed and maintained.
- Backup SMTP mail feeds available per domain.
- DNS management and maintenance of domains, record creation, modification and removal per domain.
- Internet Connectivity monitoring (Leased Line, ADSL, SDSL up/downtime monitors). Can be configured additional to monitor Exchange server up/downtime, website up/downtime, etc (additional costs per additional service monitor). Quarterly performance reports of connectivity, which can be used to highlight reliability of service lines with BT, Swains, Clara, etc.
- Telica IT, call logging system. Access and control over technical support issues. Online system to allow customers real time access to requests and their status. Allows Telica to generate reports on request, to indicate volume and type of support queries being raised.
- ISP Liaison. Our engineers will assist with contacting ISP's for technical support on faulty ADSL, SDSL or Leased circuits. Taking the complexities away from the end users.

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