



**SDC**  
Network Consulting Inc.

*Markham Office:*  
95 Royal Crest Court  
Unit 12  
Markham, ON L3R 9X5

*Toronto Office:*  
176 John St.  
Suite 203  
Toronto, ON M5T 1X5

Local: 416-907-2924 Toll Free: 1-888-973-4316

Fax: 1-888-973-4317 Website: [www.sdcnetwork.net](http://www.sdcnetwork.net)

## **SDC Remote Hands Service Fact Sheet**

Remote Hands Service is available at colocation facilities located within the Greater Toronto Area (GTA).

### Service Details:

- 24/7/365 On-site technical assistance
- Up to two hour onsite response service level guarantee
- Flexible service plans and competitive service rates
- Visual Inspection and taking digital photos
- Racking-and-stacking new equipment and labeling
- Swap, remove or disconnect old equipment
- Telco escorting
- Swapping removable media
- Power cycling equipment
- Become the hands and eyes of the remote technician – help input commands
- Wiring services such as cross-connecting, patching, moving, securing, or terminating
- Diagnostic and signal testing for cross-connections
- Remote access to SDC's notebooks via HSDPA wireless service – SDC notebooks can be connected to console ports of customers' equipment so that remote technicians can directly program them without having to relay commands.

For more information please contact Bruce Lee at:

SDC Network Consulting Inc.

TEL. 416-907-2024 x 101 or Toll Free at 1-888-973-4316 x 101

Email: [Blee@sdcnetwork.net](mailto:Blee@sdcnetwork.net)