



Active System Support

This is our monthly 'pay-as-you-go' contract. If you do not use all the hours purchased the hours do not expire and you can take a payment holiday if you are building a surplus in your account.

If you use more hours then we look at the reasons why and adjust your monthly payment if required. There are no extra charges for site visits, call-outs or travelling time.

Also any problem resolved within 15 minutes on the phone or by remote session is not charged.

I should emphasize that this is not a pro-active service and the responsibility to request work remains with the customer. The main advantage of this type of contract is that you only pay for support as and when you need it.

You can also start this contract at any rate of hours per month. As the hours do not expire and if you do not use them then you really only pay for what you need. It's a very flexible system.

Below is a summary of the features and benefits of our services:

- Our contracts are **rolling contracts** with monthly payments with a three month notice period so there is no annual lock in.
- A simple, easy to understand contract with a **single, inclusive monthly fee**.
- A **comprehensive service** that includes broadband, telephone systems, telephone lines, email hosting, cabling and network building
- A full design, purchasing and **installation service** for all hardware, software and telephone systems requirements
- The **willingness and experience** to liaise with providers of specialist software on your behalf when you have problems.
- Regular **technical bulletins** offering plain language advice on new technologies
- **'On tap' advice** that is not charged for whenever you need someone to talk to
- A fully staffed **Service Desk** from 08:00 to 18:00 with an optional after-hours service from 18:00 to 22:00
- A **Service Level Agreement** that specifies response and repair time.
- **No charge** for travelling time and no call-out charges