



Business Computer Support Agreement

This contract provides:

- Guaranteed maximum 8 hour response time to a workstation¹ problem being logged.
- Guaranteed maximum 4 hour response time to a server problem being logged.
- The contract includes cover for 1 business computer system.
- All labour charges, including the diagnosis and replacement of faulty hardware².
- Full software support for all workstations¹.
- Annual servicing of covered systems.
- Cover for all standard peripherals³.
- Cover for networking – wired & wireless.
- Unlimited telephone support.
- On-site & workshop servicing including a collect & return of faulty equipment.
- Support between the hours of 09:00 and 17:30 Monday to Friday, excluding Bank Holidays.

Your requirements & responsibilities:

- Minimum operating system – Windows 2000, Windows XP, Windows Vista.
- A current, fully updated internet security package including anti-virus and firewall (discounted packages available for contract customers).
- Systems will need to be audited and security tagged prior to commencement of contract.

Exceptions:

- Peer-to-peer downloading software (e.g. Lime Wire, Kazaa).
- ISP problems proved outside of customer equipment.
- Problems caused by out-of-date or missing internet security software.

1. Workstations include desktop, notebook & tablet computers.
2. On the condition that replacement hardware is purchased from us.
3. Standard peripherals are – monitors, keyboards, mice, printers, scanners, multifunction printer/scanner/copier/fax, PDAs, routers, modems, USB storage devices, digital cameras, SatNav, web cams, microphones .

The cost of this contract is £19.95 per month per workstation & £39.95 per server (plus vat) payable in advance by direct debit.

The minimum term for this contract is 12 months. All prices exclude VAT.

Business Name: _____ Name: _____

Position: _____ Signature: _____ Date: _____

Number of workstations: _____ Number of servers: _____ Monthly fee: _____

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