



**IT Consultancy - Web-Site Design - Office Supplies - Web-Site Hosting - PC Sales & Service**

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**Residential Computer Support Agreement**

**This contract provides:**

- Guaranteed maximum 72 hour response time to a workstation<sup>1</sup> problem being logged.
- The contract includes cover for up to 2 residential computer systems (extra systems can be covered for an additional fee).
- All labour charges, including the diagnosis and replacement of faulty hardware<sup>2</sup>.
- Full software support for all workstations<sup>1</sup>.
- Annual servicing of covered systems.
- Cover for all standard peripherals<sup>3</sup>.
- 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- Problems caused by out-of-date or missing internet security software.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 £9.95 per month payable in advance by direct debit.**

The minimum term for this contract is 12 months

Customer Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Number of workstations: \_\_\_\_\_ Monthly fee: \_\_\_\_\_

**north yorkshire business systems ltd.**

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