

## **I.T. SUPPORT SERVICES**

### **STANDARD SUPPORT**

- Email, telephone, remote and onsite assistance included as standard
- Covers all systems within a business location rather than individual machines
- 5% discount on all hardware and software purchased through Rascom I.T.
- Monthly activity report
- Monday to Friday 9.00am to 5.00pm coverage excluding public and bank holidays
- Priority diagnostics response service within four working hours
- Onsite attendance within 2 working days (maximum) <sup>1/2</sup>
- **£1150 per year<sup>3</sup> payable in advance, quarterly or monthly**
- **Save up to 20% against our normal hourly rates by taking out a support contract.**

### **IMPORTANT NOTES**

- Travel charges are not included in contracts and will be charged at our standard rate of 40 pence per mile for support locations outside of a 15 mile radius of our Calne offices. Microsoft AutoRoute 2006 is used to calculate the normal journey time based on default settings and their quickest route configuration.
- Please note that all prices quoted exclude VAT at the current rate of 17.5%.

## Further information

### *Telephone assistance*

Contract customers are entitled to contact our main office during normal working hours for support assistance. If no-one is available to take the call, the customer can either leave a message on the voicemail system or, alternatively, use the mobile number which they have been provided with.

All telephone calls will be responded to within 4 business hours. Requests for assistance left by other methods will be responded to as promptly as possible when they are received. For this reason, contract customers are requested to use the mobile number provided for all urgent support requirements. Non-essential requests should be made by email, MSN Messenger or Skype.

Support calls will only be accepted during the hours applicable to the agreed contract and calls/messages left outside of these hours may not be responded to until the next working day.

### *Remote assistance*

Remote assistance will be provided, where possible, by a Rascom I.T. employee or representative connecting into the customer's network using a secure VPN (virtual private network) link. For this to be possible, the customer's network must reside on, or behind, a static IP address which is valid on the internet. Suitable VPN hardware/software must also be available on the network for the connection to succeed. Additionally, remote access or remote control software should be installed on all systems to be supported with a dedicated user account created (where applicable) for sole use of Rascom I.T.

### *Onsite assistance*

Provides onsite attendance by a Rascom I.T. employee or representative. Initial diagnostics will be performed via email, telephone or remote connection and, if onsite attendance is a confirmed requirement, an employee or representative of Rascom I.T. will attend within two working days during normal working hours or, within times as agreed by both parties.

### *Discounted pricing*

Customers with support contracts purchasing items of hardware or software from Rascom I.T. will be given a 5% discount on any purchases made during the term of the support contract. Please note that this discount is not available on the following services: ADSL provision, PC Setup, PC Rebuild, Consultancy, website services etc.

<sup>1</sup> Either a Rascom I.T. employee, or a representative of Rascom I.T., will be onsite to investigate the reported problems within two working days.

<sup>2</sup> This does not constitute a guaranteed fix or resolution within this time period and Rascom I.T. Limited cannot be held liable for any delays due to ordering/obtaining replacement parts.

<sup>3</sup> The term "Contract Year" defines a standard 12 month period from January 1<sup>st</sup> to December 31<sup>st</sup> of the same year. Contracts started partway through a year will be pro-rata'd accordingly.