

Business ICT Support Contract

All businesses wishing to order one of Suffolk Online's IT support packages have a choice of 3 products. These are detailed below.

Products & Pricing

	Bronze	Silver	Gold
Telephone & Remote Support (hours per month)	3 hrs	5 hrs	Unlimited
Inclusive On-Site Support (per year)	6 hrs	12 hrs	24 hrs
Procurement & Advice	Yes	Yes	Yes
4 monthly Health Check (up to maximum 4 hours per visit)	No	Yes	Yes
On-Site Support rate beyond usage level (per hour)	£35.25	£35.25	£35.25
Price (per month)	£50	£100	£150
<i>Pay as you use IT Support - £55.00 per hour Bespoke packages available on request</i>			

All figures are quoted including VAT.

Terms and Conditions

1. Service

- 1.1 The support desk is operated from 9am to 5pm Monday – Friday excluding public holidays and the days between Christmas Day and New Years Day. Telephone calls will be answered straight away subject to an engineer being available.
- 1.2 The registered business address for the service provider is Suffolk Online, Brightspace, 160 Hadleigh Road, Ipswich, Suffolk, IP2 0HH.
- 1.3 Clients can send in their issues both via email to support@suffolkonline.net or by phone on the main number 01473 345305.
- 1.4 A voicemail system will be provided so should all engineers be busy, messages should be left on our voicemail system and we will aim to respond to your voicemail within a 60 minute period.

2. Products

- 2.1 Telephone support, remote diagnostics and on-site support is limited to the amount of hours in the Products and Pricing table above.

- 2.2 Remote diagnostics includes all time spent by Suffolk Online ICT engineers remotely trying to fix or diagnose a problem.
- 2.3 All businesses on any of the silver or gold packages will get 3 inclusive health checks for the main site of the businesses each year. Satellite sites within the organisation can have a health check at their own request but the time spent on these health checks will come off their monthly hours or they will have to pay for them at the contract support rate shown in the table above.
- 2.4 Health checks will include a physical and full check on the main servers (if present) and will also deal with any general pc queries/issues that are raised by the business. The health check will not take more than 4 hours. Time spent beyond this will be charged to the business at the on-site support rate shown above – with the authorisation of the business.
- 2.5 These monthly charges do not include any day-to-day system maintenance.
- 2.6 Procurement advice is given with best intentions and with the knowledge that is available at the time of the request for advice.

3. Our Promise to you

- 3.1 In the unlikely event that a problem is unable to be resolved and additional help is required, then any costs involved may be forwarded on to the client. Authorisation will be obtained before proceeding.
- 3.2 There will be a minimum charge of one hour for all on-site work. Travel expenses will be charged at the rate of 40 pence per mile. The time period starts when the engineer leaves his base.
- 3.3 For faults that cannot be repaired remotely we will aim to be on-site the next working day or earlier if possible. For server faults affecting the whole organisation we may attempt the same working day if resources are available.
- 3.4 If on site work is required, an estimate detailing appropriate costs and times for the work will be sent to the customer and authorisation (either by email or letter) will be obtained before commencement of the work.
- 3.5 Time spent either providing telephone support or remote diagnostics will be recorded on our call logging/fault reporting system from the time the activity starts to the time it ends. Users will be advised of the time recorded at the time of the call. Businesses will also be advised when they are approaching their monthly limits. Any overruns will be charged at the appropriate hourly rate in 15 minute minimum units.
- 3.6 If additional materials and/or time are required to complete a job, we will seek authority to go ahead with these additional items or time before this section of work is performed. Only when we have authority will we go ahead with the work.
- 3.7 Suffolk Online will enforce and maintain customer confidentiality at all times and will not disclose any non public information about the customer to any 3rd parties. The IT Factory acknowledges that all information, files, knowledge or any other data in respect of the customers IT infrastructure or business whilst engaged under the terms of this agreement will be treated at all times as strictly confidential.

Helpdesk 01473 345305

4. Disclaimers

- 4.1 Whilst every effort should be made to complete any work undertaken to the satisfaction of the client, Suffolk Online does not guarantee the client that it can fix every problem with which it is presented.
- 4.2 Suffolk Online, Suffolk Online its other associated projects, its directors, employees and agents cannot be held responsible for any loss or damage of any equipment, software and/or data however incurred.

5. Contracts & Payments

- 5.1 Service agreements are subject to a minimum term of 12 months.
- 5.2 The monthly service charge can be paid by Direct Debit, Standing Order or other acceptable arrangements to both parties. Additional charges will be invoiced monthly in arrears and should be paid within 31 days unless you wish to pay these charges on your direct debit. In this situation these additional charges will be billed on your next monthly payment date.
- 5.3 Suffolk Online reserves the right at any time to perform a review of it's IT support charges detailed in the Products and Pricing section and any changes in payment, subject to your authorisation, will be made with immediate effect on your next payment date.
- 5.4 If further computers are bought and implemented into the organisation or charities system that take the amount of computers into the next "pricing banding" then Suffolk Online will require a re-negotiation of the contract with the customer to take into account the new level of computers.
- 5.5 Any break in the 12 month service agreement term will result in the client having to pay the value of the remainder of their contract in full.
- 5.6 After the initial 12 month agreement, The Customer has the right to cancel at any time, ensuring that 30 days notice is given. Payments will continue to be taken 30 days after the initial cancellation notice. This notice must be sent to support@suffolkonline.net and authorised by a helpdesk representative or the business address detailed above in clause 1.2.
- 5.7 All on site support usage includes any travel time to the location and you will be notified after the completion of the fix the time taken to perform the fix and any associated travel time.

6. Customer Obligations

- 6.1 The customer will allow Suffolk Online access to the system that requires maintenance or a repair for remote support purposes and if an on-site visit is required, physical access to the system itself. The customer will also co-operate in the diagnosis of equipment malfunction or issues where required.
- 6.2 The customer will make freely available any documentation and software for the efficient resolution or maintenance of the system in question.
- 6.3 The Customer will take all reasonable precautions to ensure the health and safety of the Service Provider's employees whilst on Customer Premises.

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ICT Support Order Form

Please complete all the sections below and send to our address below.

Suffolk Online
Brightspace
160 Hadleigh Road
Ipswich
Suffolk
IP2 0HH

Section1 - Contact and Business Information

Name of Contact.....

Name of organisation.....

Address.....

Street.....

Town..... County.....

Post Code.....

No of Computers (including servers).....

Note: Servers & laptops should be counted as a PC

Section 2 - Package and Order Information (Please circle your required product)

PACKAGES	Bronze	Silver	Gold
Price (per month)	£50	£100	£150

I agree to enter into an agreement with Suffolk Online, Brightspace, 160 Hadleigh Road, Ipswich, Suffolk, IP2 0HH and sign up to the package circled in the above table and agree to sign up to this package for a 12 month period starting from the date detailed on the form.

I agree to pay all monthly charges associated with the service subscribed to above and any extra charges that the organisation may accrue as a result of work performed by Suffolk Online. I have read the information in the terms and conditions (that was provided either in printed or email form) and understand all the conditions and charges relating to the service I have signed up to.

Full Name..... Organisation.....

Position.....Signature.....

Date.....

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