

	# 1	# 2	# 3
Services	1 – 3 PC's	4 – 6 PC's	7 – 10 PC's
On-site visits included	1 visit per month	2 visits per month	3 visits per month
Weekly removal of unnecessary temporary files that can choke your system	✓	✓	✓
Weekly tests to check for early warning signs of problems	✓	✓	✓
Weekly checks to ensure the latest software updates are applied to your system to reduce failures and security problems in the future	✓	✓	✓
Weekly organisation of your Hard Disk drives to prevent your computers from slowing down	✓	✓	✓
Weekly virus scans and to check security is up-to-date	✓	✓	✓
Support for Printers and Scanners included	✓	✓	✓
Unlimited E-mail Support & Advice	✓	✓	✓
	No Fix No Fee	No Fix No Fee	No Fix No Fee
Cost per PC per calendar month	£40	£35	£30
For business with more than 10 PC's please see the prices below			
11 – 20 PC's (including Tablet's and Mobile Phones)	£25		
21 – 30 PC's (including Tablet's and Mobile Phones)	£20		
31 – 50 PC's (including Tablet's and Mobile Phones)	£15		
51 + PC's (including Tablet's and Mobile Phones)	£10		

Why to choose us:

- Rolling monthly contract with no tie-in period
- Unlimited E-mail Support
- Unlimited Remote Support
- On-site visits
- Local dedicated IT manager
- Free Advice
- Managed Security
- No Fix, No Fee policy
- Work Weekends
- Work unsociable hours

	Normal Hours	Unsociable Hours	Unsociable Hours rate
Monday – Friday	9:30am – 3:00pm	Not applicable	£25 per hour
Saturday	9:30am – 5:00pm	6:00pm – 10:00pm	
Sunday	10:00am – 4:00pm	5:00pm – 9:00pm	

Our monthly charge is an all-inclusive charge, it includes all time spent resolving any issues with your systems both on-site and remotely on the telephone or using remote access tools.

Our responsibilities

We will maintain and support your IT system.

Additionally, we will:

- ✓ Ensure relevant software is installed as needed
- ✓ Respond to the support request as described in the document – within reasonable time, in any case.
- ✓ Weekly system optimisation
- ✓ Do our best to resolve issues in an appropriate, timely manner
- ✓ Maintain good communication with you always.

Your responsibilities

The client will use the IT system covered by this contract as intended.

Additionally, the client will:

- ✓ Notify us of issues or problems in a timely manner
- ✓ Provide us with access to the equipment, software and services for the purposes of maintenance, updates and fault prevention.
- ✓ Maintain good communication with us always

Microsoft Office Home & Business 2016 (Windows)	£180
Microsoft Office Home & Business 2016 (Mac)	£170
Microsoft Office 365 Personal	£45
Microsoft Office 365 Home Premium	£87