

Pay As You Go Contract to Support your Computer Stuff

Date: 17 May 2018

Between us: JP IT Solutions Ltd
and you: The Client

We offer our remote services or support for items to you on a pay as you go basis.

What this means:

If you have a problem or need help/support, our support team is always on hand.

Minimum charge is 15 minutes then so on at 15 minute intervals, all communication (emails/text/phone) is chargeable.

We aim to resolve your issue as quickly as possible.

On this package we might not fully understand your network/user environment, therefore there will be time consumed understanding this, this is classed as part of the chargeable time.

If you provide us a list of your hardware and network we can keep this information on file, to aid us in resolving your issues quickly.

Working with Software Vendors:

Where issues are related to a 3rd party manufacturer/software provider, we will work with the relevant team/person to get the issue resolved, this time is chargeable, including their waiting times.

Where you have a support contract with a 3rd party we will also use that. But if we need to make payments for that support, these costs will be charged on to you.

We will check with client for authorisation prior to this.

COSTS : (All our prices are subject to VAT)

Remote Support :

Chargeable at £60 per hour, in 15 minute intervals

Onsite visits:

- We will attend your premises at an additional callout fee of £60.00
- £60.00 per hour (standard hours)
- £75.00 per hour (outside of standard hours)

Resolutions:

Sometimes we can't always resolve an issue but have spent time to try and resolve it for you. This time will be chargeable at our discretion.

What is covered?

Software

Hardware

Network issues

Problems using software or hardware

Support hours:

- Support will be provided **during working hours**. These are also referred to as 'standard hours' and are 8.30am – 5.00pm on weekdays
- Support will be provided on a remote access basis. Items delivered to our offices will also be included.
- Visits to the clients' premises (or other sites) are charged separately
- Additional charges apply for these items:
- Support outside of standard hours: £75.00 per hour
- Any hardware provided, will be provided with a price. You might be able to buy it cheaper elsewhere. But our pricing includes delivery and support of the device, and should something go wrong with the device we will deal with this for you. Any entitlement on hardware provided belongs to JP IT Solutions until any invoices are paid in full
- We will install customer own provided hardware, but with no warranties

Remote Access

We use Teamviewer as our method to gain access to your computer systems. This is an extremely secure method of connecting and providing you with the support when you need it.

We have 2 forms:

Quick Support – You open the connection when you want us to connect and provide us with a unique code which changes each time you open the application

Open Support – This provides us with access to your computer whether you are available or not. This allows us to fix issues whether you are there or not.

Please advise us of the method you would prefer

How to contact us

- Call 01672 552340
- Email – Support@jpitsolutions.co.uk

Legal stuff

We can't guarantee that the 3rd party systems are 100% available, but we will make every effort to ensure that we are available to support you in such situations.

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions.

Data Protection (GDPR)

We do store information relating to your computer and IT setup and configurations, to enable us to more efficiently resolve issues that you might have.

What would this information be?

- Your name and address
- Email usernames & password
- Website setup
- Domain Names
- Audit information relating to your computer configuration to enable us to resolve issues for you
- Printer configurations
- Network configurations

We store this securely and protect your information. All our data is fully encrypted to avoid it falling into the wrong hands

Should you wish that we don't store this information please can you let us know.

Payments

We are sure you understand how important it is as a growing business that you pay the invoices that we send you promptly. Payments should be made by BACCS or by Direct Debit. We do not accept cheques as method of payment for our PAUG service.

Payment within 7 days of receipt of invoice. Late payments will have an 8% interest charge added to the account.

Termination/Cancelation

As this is a PAUG service, there are no cancelation terms, as you can use the service as much or little as you like. This contract stays in place and need not be renewed. If for some reason one part of this contract becomes invalid or unenforceable, the remaining parts of it remain in place.

Although the language is simple, the intentions are serious and this contract is a legal document under exclusive jurisdiction of English courts.

Signed by and on behalf of JP IT Solutions Ltd



Signed by and on behalf of Client

Date