

Support Services Terms

1. Standard Support Service

You may log support calls via the telephone or by email to support@techquarters.com (or such other email address which we may notify to you from time to time). The Support Services include the following:

- (a) Helpdesk telephone and remote support.
- (b) On-site Support
- (c) Network monitoring

Support Service Level: We shall use reasonable endeavours to achieve greater than 90% of service targets below:

<i>Service</i>		<i>Service targets</i>
Helpdesk		
	Working hours of service	Mon – Fri - 8.00 am to 6.00pm (excluding public bank holidays)
	All calls answered	Within 2 minutes
Technical Support		
Priority 1 (Urgent)	Entire system unavailable – e.g. server, internet, email, network failure	On-site Support within 4 hours
Priority 2 (Normal)	Critical desktop issue – e.g. business critical application not working	By the end of next working day
Priority 3 (Low)	One person with intermittent problems	Within 5 days
Installation		
	Installation of standard systems and software (<i>PC's, Desktop software and other PC peripherals</i>)	3 working days after delivery

Charges: Charges per unit will increase annually by 5%.

2. Non-standard Services and Charges

Additional Services may be agreed separately and charged as follows:

- 2.1. Charges will be made at our standard rates for large project work and web development, unless otherwise agreed.
- 2.2. Charges for procurement of hardware and software (see clause 5 of our standard terms) will be separately agreed with you as required.
- 2.3. Other services will incur Charges at preferential rates including Office relocations, Server installations, Networked application, equipment & client/server installations, Cloud computing services, Cloud development projects, and co-ordinated installations or moves of multiple desktops or applications (e.g. Multiple installation of anti-virus software).

3. Third party hardware and software

We are not responsible for fixing defects in hardware or software originating from third parties, even if we buy them on your behalf (see also clause 5 of our standard terms). Our support Services in relation to such defects are limited to diagnosis, and liaising with the supplier on your behalf. Our Services are not a substitute for a maintenance agreement with a supplier or distributor of specialist hardware or software.

4. Change in equipment to be supported

If the type of equipment or number of units to be supported changes, the Services and Charges will be adapted accordingly. However, you may not reduce the amount of equipment to be supported during any period of notice to terminate the Services.

5. Limitation of liability

Without prejudice to the other limitations of liability in the Agreement, our total liability to you arising in relation to the Services and the Agreement in any 12 month period is limited to 25% of the total annual Charges payable.

Please also read our standard terms of service (a copy of which is available on request or as published on our website at www.techquarters.com/terms), which contain further terms applicable to the Services.