

Aylsham Computers

IT Support Packages (prices include VAT)

<u>Benefits</u>	<u>Bronze</u>	<u>Silver</u>	<u>Gold</u>	<u>Platinum</u>	<u>Custom</u> minimum £50
3 day onsite / in shop service response time ⁽⁷⁾	<input checked="" type="checkbox"/>				<input type="checkbox"/> £24
2 day onsite / in shop service response time ⁽⁷⁾		<input checked="" type="checkbox"/>			<input type="checkbox"/> £66
1 day onsite / in shop service response time ⁽⁷⁾			<input checked="" type="checkbox"/>		<input type="checkbox"/> £108
0-1 day onsite / in shop service (pre 12am notification required) ⁽⁷⁾				<input checked="" type="checkbox"/>	<input type="checkbox"/> £144
Discount on parts and labour	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Remote access support ⁽³⁾	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> £24
A yearly computer service ⁽¹⁰⁾	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> £24
50GB cloud backup ⁽¹¹⁾		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> £36
AVG Business Grade Internet Security ⁽¹²⁾		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> £36
Automated problem reporting ⁽¹³⁾ to us					
Web browser 'hijacking' protection ⁽¹²⁾		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> £12
Maintenance Labour on specified devices ⁽²⁾			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> £108
PC upgrade / replacement labour ⁽⁸⁾				<input checked="" type="checkbox"/>	<input type="checkbox"/> £72
Cost per computer per year including VAT	£53	£94	£192	£234	

Units **Computers** ^(*0.5) ⁽¹⁷⁾

Cost/unit
Total/year

Bronze	£ 53	_____
Silver	£ 94	_____
Gold	£192	_____
Platinum	£234	_____
<u>Printer /MFP Maintenance</u> ⁽¹⁷⁾		
Laser ^(*1)	£ 36 / £ 60	_____
Inkjet ^(*2)	£ 48 / £ 72	_____
<u>Networking</u> ⁽¹⁷⁾		
Network Switch ^(*0.25)	£ 24	_____
WiFi Router ^(*0.5)	£ 36	_____
Wireless Access Point ^(*0.5)	£ 36	_____
<u>File servers</u>		
(NAS) File server ^(*2)	£poa	_____
Microsoft File server ^(*4)	£poa	_____
MS Office 365 maintenance ^(*1)	£ 96	_____
<u>Other</u>		
_____	£	_____
_____	£	_____
<u>Travel</u>		
Miles ⁽¹⁶⁾	£	_____

Total annual cost £ _____

Payment period (Yearly or Quarterly) _____ Direct Debit Account no. _____ Sort Code _____

I agree to the following Terms and Conditions and would like to subscribe to an Aylsham Computers IT Support Package.

Name _____ Signature _____ Date _____ Client ID _____

Aylsham Computers

Terms and Conditions (These do not affect the statutory rights of the Customer). The person signing this form will be referred to as the “Customer” and Aylsham Computers will be referred to as “AC” in the points below

1. “AC” will not be held responsible for the loss or corruption of the Customer’s data stored on the Customer’s computer(s), Network/USB associated storage devices or Computer servers accessed via telecommunications or the internet whilst or after “AC” have worked on it whether the work was undertaken by Remote Access or by direct contact.
2. Maintenance fees cover specified devices only. Maintenance includes labour to resolve software and hardware failures on a specified device but does not include labour transferring data and programs to a replacement computer, 3rd Party problems such as Broadband supply or internal/external telecoms systems and wiring failures.
3. Remote Access Support charges are payable by debit or credit card at the end of the support session unless the Customer have a Credit Account in operation. A successful outcome by using Remote Access Support alone is not always possible but is still chargeable and may require either a visit to the Customer’s premises or bringing the relevant device to our Offices.
4. The length of the agreement is for one year and will roll into another 1 year agreement unless the Customer advises “AC” to end the agreement prior to the anniversary date of the agreement.
5. IT Maintenance Schemes can be transferred from one device to another once per year. If the relevant scheme applies to a computer and does not include labour the Customer will incur a charge to transfer the scheme software such as internet security software and backup software to the newly commissioned computer and their removal from the computer that is being decommissioned.
6. Our labour, travel and IT Maintenance charges do change. As such all charges specified in this document are not fixed from the point of signing this document but are purely a statement of charges at the date this Scheme was signed.
7. “onsite/in shop service response time” guarantees that “AC” will start work on the computer(s)/devices as specified in the IT Support Package in the number of working days specified. This does not guarantee that the work can be completed and the problem resolved in that period. “0-1 day onsite / in shop service” i.e. same day response time requires notification prior to 12am on that day although every effort will be made to respond the same day if notification is after 12am.
8. “PC upgrade labour/replacement labour” is required to have been in place for 3 years to obtain a 100% discount upon it. Should the Customer wish to upgrade or replace the Customer’s computer prior to the three years our labour rate will be reduced by 33% for each year that has been paid. This condition only applies to the first 3 years from the IT Maintenance Scheme start date.
9. New Hardware and Software supplied by “AC” to customers without labour inclusive IT Maintenance Schemes is covered by the manufacturer’s/distributor’s warranty conditions and can usually be contacted by the customer for free whilst the warranty is still in effect. If the customer would like Aylsham Computer to undertake configuration/maintenance work with respect to the Hardware or Software whilst still in warranty then this will be charged at our standard labour and travel rates. The Customer’s rights under the Consumer Rights Act 2015 are unaffected.
10. a) Should the Customer’s Yearly Computer Service not have been undertaken within 3 months of the renewal date of the Customer’s IT Maintenance Scheme the Customer will be contacted to arrange it. The Yearly Computer Service(s) which will be performed by Remote Access to the Customer’s computer(s) and includes speed optimisation, ensuring Internet Security software is up to date and includes a virus and malware scan. If a Remote Access session cannot be established the computer will need to be brought to the Offices of “AC” or one of their representatives will need to visit the Customer’s premises which may incur travel charges.
 b) Only one Yearly Computer Service is performed on each computer per year for free. Additional Computer Services maybe requested at any time but are chargeable for Schemes excluding labour.
 c) The Yearly Computer Service is a preventative measure and not a corrective one. As such, if the Customer’s IT Maintenance Scheme does not include labour then corrective labour will be charged. However, the Customer will be contacted prior to corrective work is undertaken to discuss possible charges.
 d) The Yearly Computer Service does not include the cost of any parts that might be required. If parts are required the Customer will be contacted prior to their purchase to ensure the Customer are aware and in agreement of their costs.
11. Cloud backup does not guarantee that the Customer’s data is being backed up to the Cloud server being used. Regular checking that the Customer’s data has been backed up is the Customer’s responsibility and not that of “AC”. If the Customer’s backup exceeds 50GB the Customer will be required to pay an additional premium based on the size required. This premium may vary dependent on market fluctuations.
12. “Web browser “hijacking” protection” and “AVG Business Grade Internet Security” do not guarantee that the device(s) they are installed on will protect the Customer’s computer from third party software or actions via the internet.
13. “Automated problem reporting” is AVG software that will email “AC” if a condition specified on your computer is triggered. No data is provided to “AC” by this email and is purely to alert “AC” that there may be a problem with the Customer’s computer. “AC” will usually respond to such an event by contacting the Customer.
14. The labour fees specified below are not fixed and may change as required by “AC”.
15. * is followed by the Travel Coefficient multiplier which is multiplied by the number of units ordered to give the Travel Coefficient
16. The travel charge is calculated as follows: single visit charge x the Sum of the Travel Coefficients (see point 15 above) by.
17. Hardware may be deemed to be beyond repair at the discretion of the “AC” engineer and subsequently require replacement. Older versions of software may not be compatible with modern computer operating systems and require replacement. The cost of such replacements are excluded from this Package.

