

Our support and maintenance levels are customised to your company, however if we have quoted standard support we cover both the hardware & labour and you will enjoy the following benefits;

- Logging of support calls 24 Hours per day via the internet or telephone
- 16 Working Hours response for non-urgent support calls
- 4 Working Hours response for urgent support and system crash (urgent defined as 80% loss of use or above)
- 24 Working Hours response for remote programming moves & changes
- 40 Working Hours response for additional works and onsite moves and changes
- Where you have chosen remote only support all onsite callouts are charged at £125.00 for first hour
- If you require a 8 working hour response for non-urgent support then the premium is plus 50% If you require a 4 working hour response then the premium is plus 100%
- Hours of coverage are 9am to 5.30pm Monday to Friday excluding bank holidays. To have 24 hour support the premium is as calculated above plus 75%

**Call support on 0800 849 8585**