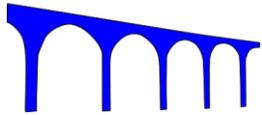


# Fast and Easy Computers



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## Priority Response Support Package

Priority Response is our support package designed for users who wish their desktops, laptops, phones, and possibly servers and networks to be professionally maintained and monitored. It guarantees our **highest level of response** both off and onsite and includes desktop machine online backup.

### What's included:

- Remote phone support
- Remote support via remote login
- IT advice via email or phone
- Windows and application patch management
- PC hardware monitoring
- PC software monitoring
- Anti-virus security monitoring
- Webroot managed endpoint security with DNS filtering.
- Assistance with cloud services (including phone access)
- Discounted onsite charges
- Onsite callout within 4 business hours.
- Callout travel charges (covered within package)
- Two yearly onsite planning/infrastructure update meetings.
- Server monitoring (optional)
- Network monitoring
- Two free onsite visits annually of up to 2 hours each
- Full machine cloud backup up to 100GB per user (aggregated across all users).

### What's not included:

- Additions to hardware, reinstallations, offsite servicing, replacement equipment
- Onsite time in addition to free hours.



## Priority Response Service Level Agreement

We aim to begin resolving most incidents as soon as possible from contact over the phone or via our ticketing system. For contact via phone we can usually start diagnosis and remote support immediately. Should there be no technicians currently available we aim to get back to you within the hour (business hours) to begin diagnosis.

Incidents raised as tickets will be initially worked upon within a 4 hour period, so for urgent requests please call us.

Priority Response package holders get our highest priority on staffing and response times.

### Onsite callout

During our business year (Mon-Fri, excluding bank holidays and a Christmas break), after initial phone diagnosis and remote help, we will attend your premises to investigate problems and begin a solution within 4 hours of us talking.

### Monthly pricing

We currently charge £60+VAT plus £25+VAT for each user/seat including Webroot Endpoint protection (anti-virus, firewall, sandbox) and Webroot DNS filtering.

Server support and monitoring is available at £60+VAT per server.

Server backup options from 15 minute local rolling backups to cloud based offsite virtual machine live standby servers available (please call to discuss).

Full machine cloud backup up to 100GB per desktop machine is included in this plan.

### Definitions

- **Remote phone support:**  
We provide fully qualified IT technical assistance to resolve problems over the phone during business work hours and an emergency phone service at other times on a call back basis.
- **Remote support via remote login:**  
We can remote login to your systems with your assistance to help solve problems directly on the machine, using a shared experience remote login product.
- **IT advice via email or phone:**  
We answer questions regarding your systems and software and can point you towards solutions where we don't have direct knowledge.
- **Windows and application patch management:**  
We monitor and pre-test the latest Windows patches before deploying them to your systems, we do the same for other common updates to products such as Java, Flash etc  
Patching prevents most back door attacks which target systems which are not kept up to date.
- **PC hardware monitoring:**  
Our monitoring software reports back current and historic hardware faults so in most cases we can proactively fix such problems before a full failure or disaster.
- **PC software monitoring:**  
As with hardware monitoring most software systems can be fixed when they start developing errors rather than completely fail.
- **Anti-virus security monitoring:**  
Checking that anti-virus products are installed and up to date.

- **Webroot managed endpoint security with DNS filtering.**  
[Webroot Endpoint Protection](#) is a leading anti-virus and endpoint security product which we install and monitor. It is based on live data rather than traditional anti-virus products which rely on downloaded signatures. To enhance this we also provide DNS filtering as standard. This prevents access to security risk URLs (websites) by default, but can also be configured to cover further categories your business might not wish to display (such as drugs, adult content etc).
- **Full machine cloud backup:** An incremental backup service for desktops, with 28 days retention which allows older versions of files to be recovered in case of errors, as well as the most recent.  
 100GB of backup storage is included per user aggregated across all users in a company; if some machines have more data than this. Automatic and offsite with bare metal recovery available.
- **Assistance with cloud services including from mobile phones :**  
 We assist with email services, ADSL queries, phone internet, phone apps and email services
- **Standard hourly rates for onsite callout:**  
 Currently this is £60+VAT local to us or £65+VAT per hour in central Manchester.
- **Standard callout charge based on distance:**  
 We charge a callout fee based on distance which relates directly to the time we travel to your premises.
- **Onsite callout within a guaranteed time window.:**  
 Please see the Service Level Agreement section
- **Free 6 monthly onsite planning meeting:**  
 We will attend your premises or another local location to discuss the planning of how you use your current IT and what other services and equipment could be useful to your business
- **Discounted onsite charges:**  
 With higher level support packages onsite charges are discounted (currently 10%)
- **Callout travel charges (covered within package):**  
 We don't charge time or distance for callouts to a specified location
- **Server monitoring:**  
 Servers need more monitoring and are critical to business. Various extra measures and features are available to keep these running and their backups current.
- **Network monitoring:**  
 More extensive networks involving routers, firewalls and larger switches need to be monitored and attended to keep them working well.
- **Free onsite visits of up to 2 hours each:**  
 Priority Response plans have two free onsite attendances included.

### Payment

The Priority Response plan is based on support paid in advance via monthly direct debit. To set up the plan we would send you a direct debit mandate (normally online) to make adding/removing users and services easier to manage. We claim the cost of the package via direct debit and send you receipts each month for tax purposes.

### Termination of contract



Either of us can terminate cover with 1-month notice. There is no long-term tie in.

**Some Exclusions**

Force Majeure might prevent us attending onsite or conducting remote support. An internet connection is also generally required for most interactions other than phone support (often phone support can get the internet working again).