



## Remote Support Package

This is our support package designed for users who want Windows and Mac computers to be securely maintained and supported remotely. The package is designed for users with their own software, who want professional advice, tight security and no hassle with maintaining their systems.

It is ideal for home users or very small businesses who want someone to call and help remotely.

### What's included (what's in scope):

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|    | <p><u>Knowledge and help</u></p> <ul style="list-style-type: none"> <li>Access to the knowledge and support of our friendly, trained IT staff.<br/>This includes:<br/><b>Unlimited remote phone support and IT advice</b><br/><b>Unlimited support via remote login or email (within reasonable limits).</b></li> <li>Assistance with cloud services such as Webmail, Microsoft 365 Outlook, etc.<br/>This also includes helping you with mobile phone/tablet email and apps.</li> <li>Advice on IT security, <b>scams and frauds</b>, with someone to call to check legitimacy.</li> <li>Help with <b>home working</b>, including us helping liaise with IT techs at the other end.</li> </ul> |
|   | <p><u>Maintaining your machine</u></p> <ul style="list-style-type: none"> <li>PC hardware monitoring (spotting errors you might miss).</li> <li>PC software monitoring (making sure software is not going wrong in the background).</li> <li>Help and advice setting up, using and securing your phones or tablets.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                  |
|  | <p><u>IT security</u></p> <ul style="list-style-type: none"> <li>Windows and application patch management (essential security).</li> <li>Antivirus security monitoring, checking that your AV is working.</li> <li>Webroot managed endpoint security: a multi-layered security solution.</li> <li>Webroot DNS filtering to prevent access to new, suspicious or high-risk websites.</li> </ul>                                                                                                                                                                                                                                                                                                  |
|  | <p><u>Discounts and free work</u></p> <ul style="list-style-type: none"> <li>Standard call-out charges based on distance, but reduced rates for on-site time once there.<br/>With remote support and maintenance, on-site visits are rarely needed.</li> <li>Mini-PC servicing, just call us and we can do this remotely or if you prefer, drop a machine off to us (more substantial service work is chargeable). Keep your equipment in tip-top shape with our help.</li> </ul>                                                                                                                                                                                                               |

By default, all other services not listed here are classed as out of scope. We can provide these on a charged basis.

### Monthly pricing. No long-term commitment.

We currently charge £17.50 + VAT (£21.00 including VAT) per month for each PC or Mac we monitor, and £8.75 + VAT (£10.50 including VAT) per month for extra machines for the same user. This includes us supporting, monitoring, and providing security software for these machines.

## Definitions

- **Unlimited remote phone support and unlimited remote support via remote login:**
- We provide fully qualified IT technical assistance to resolve problems over the phone or via remote login during normal business hours. We also provide an emergency phone service at other times on a call-back basis. We do not restrict the number of calls or time taken, within reasonable limits, if the problem can be solved remotely.
- **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.
- **Assistance with cloud services, including from mobile phones:**  
We assist with cloud-based services such as Microsoft 365 and Google Docs. We maintain and help with synchronisation issues (common with OneDrive, Google Docs and SharePoint). We will help with connectivity issues wherever possible (e.g. with ADSL, fibre, mobile), phone application problems and other cloud email services on PC, tablet, phone or Mac.
- **Advice on IT security, scams and frauds**
- We offer free advice on business rules such as GDPR, PECR, PCI DSS, the NCSC's 10 Steps to Cyber Security and Cyber Essentials. We also know most of the current scams, frauds and other ways criminals try to exploit PC users.  
If you are contacted by people on the phone or web, check with us first. We can help confirm whether it is legitimate and advise you how to be sure. This is especially true in emails which are often quite convincing. Don't guess or start a conversation without getting advice.
- **Home Working:** Home PCs used to access business networks or generally used for any business activities should be secure. This plan does this as standard. We will also help you connect to a remote office by liaising with any on-site IT techs for you.
- **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, including checks on backups:**  
As with hardware monitoring, most software systems can be fixed when they start developing errors, rather than completely fail. We also configure, monitor and maintain both on-site and cloud-based backup solutions for your PC or Mac computers.
- **Help and advice setting up, using and securing your phones or tablets.**  
These devices are often the weak link in IT. We can advise and help you get them configured correctly.
- **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 Adobe Reader, Chrome, Firefox, FTP tools, etc. Patching prevents most back-door attacks which target systems which are not kept up to date.
- **Antivirus security monitoring:**  
Checking that antivirus products are installed and up to date.
- **Webroot managed endpoint security with DNS filtering.**  
[Webroot Endpoint Protection](#) is a leading antivirus and endpoint security product which we install and monitor. It is based on live data rather than traditional antivirus products, which rely on downloaded signatures. To enhance this we also provide DNS filtering as standard. This prevents access to high-risk websites by default, but can also be configured to cover further categories you might not wish to display (such as drugs, adult content, etc.).
- **Standard call-out charge based on distance:**  
We charge a call-out fee based on distance which relates directly to the time we travel to your premises.
- **Reduced hourly rates for on-site call-out:**  
On-site time charges are discounted (currently by £5+VAT/hr).

- **Mini-PC servicing:** A mini service keeps your machine in tip-top shape. Just call us and we can do this remotely or, if you prefer, you can drop a machine off to us. If your machine requires a more substantial service we will give you a discount on the normal price for that.

### **Payment**

The Remote Support 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. Billing is either on the 1<sup>st</sup> or 16<sup>th</sup> of the month depending on when your plan starts.

### **Termination of contract**

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

### **Some exclusions**

Force majeure may prevent us attending on-site 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).