

Business Class IT Support for the Solo Professional



Dedicated IT Support & Assistance for Solo Professionals, Business Owners & Home Office Workers.

You have one desktop or laptop computer and both you and your business depend upon it. In fact you rely on this computer far more than any corporate organisation. *And you don't have any IT Support? Why? You think you can't afford it?*

Are you getting the most out of your computer system? Is it operating as fast as it should? Is it secure? Are your files backed-up securely? What are your concerns?

Switch Technology Ltd provides Managed IT Support for companies but now is offering tailor-made support for the **Solo Professional Business Owner and Home Worker**.

After a *free* initial system audit and health check the **SPS package** allows the customer to use Switch Technology's IT Expertise & Experience for technical support, troubleshooting and advice via telephone, email and remote access related to a single desktop PC or laptop system and the attached peripherals and devices used.

Business Class IT Support for Business Owners & Solo Professionals



You can start your support straight away and be sure you are supported against any pop-ups, viruses, attacks plus questions, advice and troubleshooting immediately available to you. *Remember, you have your own IT Dept now.*

£25 a month (exc vat)



Solo Professional Support

Switch Technology Ltd
10 Mile Elm, Marlow, Bucks SL7 1JJ UK
itsolutions@switchtechnology.com
www.switchtechnology.com
tel: +44(0)1628 473 419

Contract Specification

Service Description

The SPS Package allows the customer to use Switch Technology Ltd for technical support and advice via telephone or email related to a single desktop PC or laptop and the attached peripherals and devices used.

Extent of Service

Email and telephone support is available during the hours of 9am to 5pm, Monday to Friday. Bank Holidays are not included. Emergency support outside of these hours is available at additional cost on an ad-hoc basis, on-site visits are available and priority will be given to the customer to schedule support at the standard charge of £75 per hour. *The concept of SPS Package is to solve problems before they escalate.*



Response Times

Telephone support will be offered immediately or Switch Technology Ltd will endeavor to return your call within one hour. *Remember, you have your own IT Dept now.*



Items of Equipment Covered

The items of equipment to which the SPS Package terms and conditions apply are limited to the computer systems (desktop or laptop) used by the 'customer' directly. All peripherals attached such as printers, modems, wireless devices, cables and scanners etc are covered also. Additional equipment may be added to the contract during the term and pro rata charges applied. Such items will also be governed by this agreement. *It's covered if your business depends upon it.*

Summary Terms of Contract

The Contract shall commence on the 'start date' and run for a successive 12 months from that date and shall continue and be renewed automatically until terminated by one party giving to the other 30 days written notice to terminate it. Administrative charges will apply and if the contract was paid annually any remaining amount will be refunded to the customer. *As your business develops, Switch Technology will ensure you have the IT to progress.*

Cost

Start the SPS Package right away to give you that important IT peace of mind.

	Ex VAT	Inc VAT
12 Months Cover	£300	£352.50

Contract Details

Switch Technology Ltd of 10 Mile Elm, Marlow, Bucks, SL7 1JJ ("Switch Technology") and the customer,

_____ of _____ ("the Customer") have concluded an agreement under which Switch Technology will provide IT Support Services to the customer. The summary of terms and conditions on which these services will be provided to the Customer are described above, a more detailed specification of the Switch Technology Conditions of Service is available on our website.

Nominated Contact		
Contract Period	From	To
Signed for Switch Technology Ltd		Date
Signed for the Customer		Date

*To setup a Standing Order or Bank Transfer use the following details: Bank Name: Natwest Direct Bus Banking
Sort Code: 60-24-77 Account No: 18386180 IBAN Number: GB06 NWBK 6024 7718 386180 SWIFT: NWBKGB2L*

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