

Acura Business Solutions Ltd

Contract Changes – Effective from May 1st 2010

(THESE CHANGES ONLY TAKE EFFECT AT YOUR 2010 CONTRACT RENEWAL DATE)

For the year 2010 we are changing the way our contracts work.

Benefits to the customer

- 4 Hour response time for urgent* server/system calls
- 8 Hour response time for urgent* desktop calls
- Optional out of hours support
- No additional call out charges
- No charges for travelling time
- Monthly payment option
- Remote access support (quicker response)
- Support Call logging so you can see how we service your IT

If you prefer to pay annually you can still do this.

We are installing remote access connections to all our contract customers if it isn't already in place and this will speed up our response times in helping you.

Labour to support network hubs/switches/non-fixed cables/routers are also included in our support prices. Replacement parts are excluded on all contracts.

We use the number of workstations and servers to determine this cost of support.

Workstation Definition – A computer which has a Microsoft operating system installed and is in use by the company.

Server Definition – A computer that is has a Microsoft Server Family operating system installed. If unsure please ask.

NOTE: A computer that holds data and “acts” as a server is considered a workstation. A server is more complex and thus requires more attention to the hardware and software

Please see “Acura Business Support Options.pdf” for our current pricing. Download at <http://www.acurabusiness.co.uk/changes>

Normal Support Hours

Mon to Fri: 8:30pm – 5:30pm

Sat to Sun: Out of hours service only

Bank Holidays: Out of hours service only

Optional Out of Hours Support

We now offer out of hours support at the following rates to our contract customers.

Mon to Fri: 5:30pm – 12:00pm (£30/40 per hour depending on support level)

Sat to Sun: 8:00am – 8:00pm (£50/60 per hour depending on support level)

Bank Holidays: 8:00am – 8:00pm (£50/60 per hour depending on support level)

If you feel that a contract isn't the correct choice then we offer standard hourly rates & remote support at a cheaper rate. Please enquire for further details.

**Definition of Urgent - A main server, terminal, network device, email system, internet system is not functioning at all. A problem where all or most users are effected and unable to work.*