

## Voluntary & Charity Organisations ICT Support Contract

All organisations wishing to partake in the service have a choice of 3 products depending on the amount of computers in the organisation itself. These are detailed below. Prices for any on site fixes performed by Suffolk Online ICT engineers are also included.

### Products & Pricing

	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>
<b>Telephone Support &amp; Remote Diagnostics (1-30 PC's)</b>	Yes – 1 hour per month	Yes – 3 hours per month	Yes - 5 hours per month
<b>Free Healthcheck (1 site only)</b>	No	Yes	Yes
<b>On-site Hourly rate</b>	£48.00	£42.00	£36.00
<b>Prices per month</b>			
<b>1-5 PCs</b>	£17.63	£23.50	£29.38
<b>6-15 PCs</b>	£29.38	£35.25	£41.13
<b>16-30 PCs</b>	£41.13	£47.00	£52.88
<b>Pay as you use IT Support - £55.00 per hour</b>			

All figures are quoted including VAT.

## Voluntary & Charity Organisations ICT Support Terms and Conditions

### Terms and Conditions

#### 1. Service

- 1.1 The support desk is operated from 9am to 5pm Monday – Friday excluding public holidays and the days between Christmas Day and New Years Day. Telephone calls will be answered straight away subject to an engineer being available.
- 1.2 Clients can send in their issues both via email to [support@suffolkonline.net](mailto:support@suffolkonline.net) or by phone on the main number 01473 345305.
- 1.3 A voicemail system will be provided so should all engineers be busy, messages should be left on our voicemail system and we will aim to respond to your voicemail within a 60 minute period.

#### 2. Products

- 2.1 Telephone support and remote diagnostics is limited to the amount of hours in the Products and Pricing table above. This allowance DOES NOT include any on site support.
- 2.2 Remote diagnostics includes all time spent by Suffolk Online ICT engineers remotely trying to fix or diagnose a problem.

- 2.3 All organisations on any of the Silver or Gold packages will get 1 free health check for the main site of the organisations. Satellite sites within the organisation wanting a health check will be charged at the hourly call out rate. Included in the health check will be a physical check on each machine, any potential problems in the future discovered or any current problems. General security, anti-virus and anti spy-ware software will also be checked on each system. The main file server (if present) will also be checked in all these areas and further network checks will also be performed. A report following the health check will be provided outlining any potential improvements to the network/pc infrastructure.
- 2.4 Health Checks will not exceed more than 1 day of work inc any travel time.
- 2.5 Health checks for organisations with more than 30 PC's will be completed on as many pc's as possible within the 1 day period and then health check guides will be given so an employee of the organisation can replicate this across the rest of the PC's. Health checks on all PC's can be arranged, the relevant hourly rate will be charged for this work.
- 2.6 These monthly charges do not include any day-to-day system maintenance.
- 2.7 Procurement advice is given with best intentions and with the knowledge that is available at the time of the request for advice.

### **3. Our Promise to you**

- 3.1 In the unlikely event that a problem is unable to be resolved and additional help is required, then any costs involved may be forwarded on to the client. Authorisation will be obtained before proceeding.
- 3.2 There will be a minimum charge of one hour for all on-site work. Travel expenses will be charged at the rate of 45 pence per mile. The time period starts when the engineer leaves his base.
- 3.3 For faults that cannot be repaired remotely we will aim to be on-site the next working day or earlier if possible. For server faults affecting the whole organisation will we may attempt the same working day if resources are available.
- 3.4 If on site work is required, an estimate detailing appropriate costs and times for the work will be sent to the customer and authorisation (either by email or letter) will be obtained before commencement of the work.
- 3.5 Time spent either providing telephone support or remote diagnostics will be recorded on our call logging/fault reporting system from the time the activity starts to the time it ends. Users will be advised of the time recorded at the time of the call. Organisations will also be advised when they are approaching their monthly limits. Any overruns will be charged at the appropriate hourly rate in 15 minute minimum units.
- 3.6 If additional materials and/or time are required to complete a job, we will seek authority to go ahead with these additional items or time before this section of work is performed. Only when we have authority will we go ahead with the work.

### **4. Disclaimers**

- 4.1 Whilst every effort should be made to complete any work undertaken to the satisfaction of the client, Suffolk Online does not guarantee the client that it can fix every problem with which it is presented.

**Helpdesk 01473 345305**

4.2 Suffolk Online, Suffolk Online its other associated projects, its directors, employees and agents cannot be held responsible for any loss or damage of any equipment , software and/or data however incurred.

## **5. Contracts & Payments**

5.1 Service agreements are subject to a minimum term of 12 months.

5.2 The monthly service charge can be paid by Direct Debit, Standing Order or other acceptable arrangements to both parties. Additional charges will be invoiced monthly in arrears and should be paid within 31 days unless you wish to pay these charges on your direct debit. In this situation these additional charges will be billed on your next monthly payment date.

5.3 Suffolk Online reserves the right at any time to perform a review of it's IT support charges detailed in the Products and Pricing section and any changes in payment, subject to your authorisation, will be made with immediate effect on your next payment date.

5.4 If further computers are bought and implemented into the organisation or charities system that take the amount of computers into the next "pricing banding" then Suffolk Online will require a re-negotiation of the contract with the customer to take into account the new level of computers.

5.5 Any break in the 12 month service agreement term will result in the client having to pay the value of the remainder of their contract in full.

5.6 All on site support usage includes any travel time to the location and you will be notified after the completion of the fix the time taken to perform the fix and any associated travel time.

## **6. Customer Obligations**

6.1 The customer will allow Suffolk Online access to the system that requires maintenance or a repair for remote support purposes and if an on-site visit is required, physical access to the system itself. The customer will also co-operate in the diagnosis of equipment malfunction or issues where required.

6.2 The customer will make freely available any documentation and software for the efficient resolution or maintenance of the system in question.

**Helpdesk 01473 345305**

Company Registered VAT No. 785079682 • Company Registered Charity No. 1062038

## ICT Support Order Form

Please complete all the sections below and send to our address below.

Suffolk Online  
Brightspace  
160 Hadleigh Road  
Ipswich  
Suffolk  
IP2 0HH

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### Section 1 - Contact and Organisation Information

Name of Contact.....

Name of organisation.....

Address.....

Street.....

Town..... County.....

Post Code..... No of Computers (including servers).....

**Note: Servers & laptops should be counted as a PC**

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### Section 2 - Package and Order Information (Please circle your required product)

<b>Packages</b>	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>
<b>On-site Hourly rate</b>	£48.00	£42.00	£36.00
<b>Prices per month</b>			
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I agree to enter into an agreement with Suffolk Online, Brightspace, 160 Hadleigh Road, Ipswich, Suffolk, IP2 0HH and sign up to the package circled in the above table, for the amount of computers detailed in Section 1 and agree to sign up to this package for a 12 month period starting from the date detailed on the form.

I agree to pay all monthly charges associated with the service subscribed to above and any extra charges that the organisation may accrue as a result of work performed by Suffolk Online. I have read the information in the terms and conditions (that was provided either in printed or email form) and understand all the conditions and charges relating to the service I have signed up to.

Full Name..... Organisation.....

Position.....Signature.....

Date.....

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