



## IT Support Terms of Business

This is the AFF-IT Limited (t/a Affordable IT) standard terms of business. We strive to give the most efficient IT Support and Services that are universally accessible enabling any kind of business to flourish.

### Our Service

#### Service Level Agreement (SLA) Table

*All times stated are working business hours.*

<b>Problem</b>	<b>Response Time</b>	<b>Resolution Time</b>	<b>Escalation to Level 2/3 Support</b>
<b>Our Opening times are 09:00 – 17:30, Monday - Friday</b>			
<b>Low Issue</b> (Business process can continue, one user or less than 10% of users affected)	<b>Within 2 Hours</b>	<b>Within 32 Hours</b>	<b>Within 12 Hours</b>
<b>Medium Issue</b> (Less than 50% of users or functions affected but business processes can continue. Default level for care plan customers.)	<b>Within 1 Hour</b>	<b>Within 24 Hours</b>	<b>Within 6 Hours</b>
<b>High Issue</b> (More than 50% of users or business critical functions affected)	<b>Within 30 Minutes</b>	<b>ASAP</b>	<b>ASAP After Level 1 discovery of issue(s)</b>
<b>Critical Issue</b> (100% of users affected with all services unavailable)	<b>15 Minutes</b>	<b>ASAP</b>	<b>Default Level 2 / 3 Support Issue</b>

## **Recommendations**

From time to time we will make both software and hardware recommendations. These will detail any hardware or software that we may deem necessary in order to a) improve the infrastructure that helps you run your day to day business and b) will improve on and make the IT Support that we provide more efficient to you.

## **Licensing**

We will maintain control of all licensing for hardware and software and will inform you when there are any upcoming renewals/expiration, potential breaches or terminations.

## **Technical Support Charges**

For our Care Plan Customers we will quote for and provide technical support in the form of monthly support hours or block hours. Monthly technical support hours will be billed at £45/hr and block hours can be purchased in increments of 5 (5, 10, 15....) at the same hourly rate. We will never expire technical support hours and they will be left on your account until you have used them up. We will inform you when technical support hours are running low so that you can add additional hours to your account, should it be required. If you run out of support hours then we will simply bill for any additional work at the above hourly rate of £45/hr.

Ad-hoc technical support work (non monthly or block hour customers) will be carried out at £65/hr.

Our only other support charge will be a call out fee for site visits. This will be £15 for the first 10 miles from our Office (SO14 0QB) and then a further 65p per mile thereafter.

Charges for licensing (eg Office 365) will be billed on a monthly basis.

## **Cancellation / Adjustments**

All licenses are on a 12 month basis with a 30 day rolling agreement which allows you to increase/decrease the number of licenses that you have within the 12 month period.

If any licenses are outright cancelled during the 12 month period then the customer will be liable to make payment in full to Affordable IT to cover cancellation costs.

## **Payment Terms**

We require payment 14 days from the date of invoice generation. We can accept payment via BACS, Cheque, Direct Debit (GoCardless) or Credit/Debit Card.

We require payment for any hardware or software purchases prior to the delivery of the hardware or software. There are no exceptions in this case.

If invoices are not paid on time, unless in dispute, we reserve the right to suspend any services and technical support.

Should you have any questions or queries regarding our Terms of Business then please get in touch by calling 02380 000 770 or by emailing [it@aff-it.co.uk](mailto:it@aff-it.co.uk).