

ACT Systems Bronze Maintenance Plan:

ACT Systems bronze maintenance plan gives you peace of mind that when something goes wrong or you have a computer related issue you have someone to call who is familiar with your systems and will ensure a timely response with the ability to solve many of your issues remotely saving you money and valuable time. You will know exactly the charges involved with no hidden surprises and if a onsite visit is required it will not break the bank.

From just £35.00 + Vat per month you will feel that you have your own I.T department at hand to help you make the most of your computer systems:

- Remote Connection to your office system
- Phone support hourly rate reduced to only £9.95 + Vat per hour (standard rate £35.00 + Vat)
- Guaranteed 4 hour phone response time
- Onsite call out rate reduced to £49.00 + Vat (includes first ¼ hour on site), (Standard rate £65.00 + Vat)
- Guaranteed 48 hour on-site response
- Onsite hourly rate reduced to only £25.00 + Vat per hour (standard rate £35.00 + Vat)
- 10% discount on all other services including hardware, software, website and databases.
- Minimum contract term 6 months

ACT Systems Silver Maintenance Plan:

ACT Systems silver maintenance plan gives you all the benefits of the Bronze plan with the added benefit of FREE telephone support, call our technical team and they will deal with your issue without any extra cost to your self. Also a further reducing on onsite charges:

From just £99.95 + Vat per month

- Remote Connection to your office system
- FREE phone support (standard rate £35.00 per hour + Vat)
- Access to online support ticket system
- Guaranteed 4 hour phone response time
- Onsite call out rate reduced to £39.95 + Vat (includes first ¼ hour on site), (Standard rate £65.00 + Vat)
- Guaranteed 48 hour on-site response
- Onsite hourly rate reduced to only £19.95 + Vat per hour (standard rate £35.00 + Vat)
- 10% discount on all other services including hardware, software, website and databases.
- Minimum contract term 6 months

ACT Systems Gold Maintenance Plan:

ACT Systems gold maintenance plan gives you all the benefits of the silver plan with the added benefit of no call out charge, you pay only for the time that we spent at your facility. Also the benefit of 15% discount on all other services:

From just £149.95 + Vat per month

- Remote Connection to your office system
- FREE phone support (standard rate £35.00 + Vat)
- Access to online support ticket system
- Guaranteed 4 hour phone response time
- FREE onsite call out , (Standard rate £65.00 + Vat)
- Guaranteed 48 hour on-site response
- Onsite hourly rate reduced to only £19.95 + Vat per hour (standard rate £35.00 + Vat)
- 15% discount on all other services including hardware, software, website and databases.
- Minimum contract term 6 months

General Terms and conditions:

- All plans based on up to 4 PCs and 4 designated users, additional users/PCs charged at a 10% supplement of plan standard amount.
- All plans dependant on graphical location, supplement payments may apply.
- All plans are subject to initial pre-maintenance on-site service. One off cost of £100.00 + Vat based on 4 PCs.
- A call out will be deemed a requirement for the following reasons:
 - i) The exact problem can not be identified with the customer by phone conversation
 - ii) If ACT systems deem it to difficult to explain the procedure to correct the problem over the phone.
 - iii) If the customer deem it more effective use of their time
 - iv) If a problem persist which an attempt has already been made to fix over the phone
- If ACT Systems fail to meet a response time a free on-site visit will be made in order to rectify the support issue.