



## Support Package Terms & Conditions

### Brief Overview

Our remote support package provides you with the peace of mind that you will always have someone watching and monitoring your IT system in real-time. If things do go wrong, we are waiting at the end of the phone to get it resolved as soon as possible for you.

When you take out a support package we will try to standardise your IT as much as possible and do our best to resolve issues before they become a problem. Our goal is to allow you to get on with your work, rather than worrying about your IT.

### Hours of Service

Remote, Telephone and Email support is available:

Weekdays 08:00 – 17:30

Saturday 09:00 – 13:00

Note: Excludes Bank Holidays

Emergency out-of-hours chargeable support is available: 07932 069 083

How to contact us

Phone: 01603 400 200

Email: [support@anglianinternet.co.uk](mailto:support@anglianinternet.co.uk)

Note: In order to deal with your request promptly, all support requests must be emailed to [support@anglianinternet.co.uk](mailto:support@anglianinternet.co.uk).

### What is covered

The support package includes Unlimited Remote, Telephone and Email Support for your Server and Client PC's.

The vast majority of issues can be resolved remotely, however problems can arise that require an engineer to be onsite. Unless explicitly specified otherwise, hardware and onsite callouts are not covered under the support package.

Should an issue arise that was directly caused by a third party contractor, you may be charged for us to carry out repairs as needed.

## **Proactive Support**

Your server will have our real-time monitoring system installed to immediately report any faults that may arise. It will also be configured to produce several daily reports, which are sent directly via email to our Support Team, and any issues these reports highlight will be dealt with appropriately.

Please note proactive support is only available on windows servers and workstations.

## **Reactive Support**

If an issue arises that our monitoring has not made us aware of, or you just want to ask us a question, then please call or email us and we will usually either resolve the issue over the phone or via remote support.

## **Triage**

When we have been alerted to a fault, either via real-time monitoring or directly from the end user, depending on the severity it will be assigned one of the following categories:

**Critical** – A company-wide, production-stopping outage, e.g. Server failure, Internet Down, etc.

**High** – A serious fault effecting multiple users, or stopping one user from working entirely, e.g. Emails down, PC Failure, third-party program not working / inaccessible for multiple users.

**Medium** – A fault affecting a single user and hindering their productivity severely, e.g. Office software is non-functional, a Third-party program is not working / inaccessible on one PC

**Admin** – Administration issues, like new User Accounts and small system / permission changes, or non-severe issues affecting the productivity of an end-user.

## **What we need from you**

To be able to provide you with effective support we need full administrative access to your Server, PC's and related IT equipment. For customers with a server this means a user must be created on your system with a username and password of our choosing, which grants full access across the entire network. For customers without a server we require administrative access to your individual equipment.

For third-party software we require access to an account with the equivalent of administrator rights, and require you to have an active support package with the provider of the software in order to be able to resolve issues that may arise with it. If you do not have a support package for your third-party software finding a resolution to an issue may prove impossible.

If any required information is not available when asked for, it may leave the engineer with no choice but to stop work on your issue until the information is available.

We require that you keep us up-to-date on any plans and changes you have for your Server, Client PC's and Network, either by yourselves or third-party contractors / suppliers, so that we may minimise any issue that may arise.

Under most circumstances we do not keep user credentials, however, when necessary we store your user credentials securely for the appropriate length of time for use to effectively support you.