



# PC PAL Business IT Support Services

SUPPORT PACKAGE	BRONZE	SILVER	GOLD	PLATINUM
Summary	24-7 Monitoring, Standard Support Charges	24-7 Monitoring & Protection, Discounted Support Charges, Enhanced Priority	24-7 Monitoring & Protection, Inclusive Remote & Onsite Support, Discounted Support Charges, Further Enhanced Priority	The Full, Priority Service with Everything Included
Price per Computer per Month	£12	£19	£32	£60
Price per Day Indication	£0.39	£0.62	£0.99	£2.63
Minimum Contract Term	3 Months	3 Months	3 Months	3 Months
<b>RESPONSE TIMES</b>				
Telephone Support	Normal availability	Within 6 Working Hours	Within 4 Working Hours	Within 1 Working Hours
On-site Support	Normal availability	Next Working Day	Within 8 working Hours	Within 2 working Hours
Contact Hours	Mon-Fri, 9am to 5.30pm	Mon-Fri, 9am to 5.30pm	Mon-Fri, 9am to 5.30pm	Mon-Fri, 8am to 8pm
<b>PROTECTION &amp; MONITORING</b>				
Active 24/7 Systems Monitoring	✓	✓	✓	✓
Automatic System Updates	✓	✓	✓	✓
PC PAL Anti-virus Software	£40 per Year	✓	✓	✓
PC PAL Unlimited, Secure Online Backup	£40 per Year	✓	✓	✓
<b>SUPPORT CHARGES</b>				
Remote / Telephone Support (Per 15 min block)	£15	£10	Included	Included
Onsite Support per Hour (Min 1 Hour Charge)	£59	£49	1 hour Included per Month, Thereafter £39	Included
<b>EXTRAS</b>				
Discount for Additional Computers on the Same Support Level at the Same Premises	N/A	10%	20%	25%
Web Domain & Email Hosting	Available	Available	Available	Available
Monthly Newsletter and Tips	✓	✓	✓	✓



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Please complete the boxes below:

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SCHEDULE 2	
Support Package	
Commencement Date	
Number of Computers	
Minimum Term	
Franchisee	

**Important:** Please note that the services provided in Schedule 1 will be provided solely by the PC PAL Franchisee as stated in Schedule 2 and that each PC PAL Franchise is independently owned and operated by a franchisee, under licence from PC PAL Franchising Ltd.

CUSTOMER DETAILS	
Company	
Address	
Postcode	
Telephone Number	
Mobile	
Email Address	
Website	



# PC PAL Business IT Support Services

## Agreement

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I hereby agree to enter into an agreement with PC PAL for the provision of the Business IT Support Service package stated in Schedule 2 (details of the service provided is stated in Schedule 1), for the amount of computers as detailed in Schedule 2 and agree to subscribe to the Business IT Support Service package for the minimum period starting from the date detailed in Schedule 2. I accept the service will automatically continue from the end of the minimum period stated in Schedule 2 and that 30 days non-renewal notice must be received and confirmed by PC PAL to terminate the service.

I agree to pay all monthly charges associated with the service subscribed to above and any extra charges that the company may accrue as a result of work performed by PC PAL. I have read the information in the Business IT Support Service terms and conditions (<http://www.pcpal.co.uk/business/it-support/terms-conditions>) and understand all the conditions and charges relating to the service I have signed up to. I agree to receive invoices, statements, standing order and Direct Debit advanced notices in by post and by electronic form. I confirm that I am authorised & instructed by the company to enter into this agreement.

### Signed on behalf of the customer:

Signature	
Full Name	
Position	
Date	

### Signed on behalf of PC PAL:

Signature	
Full Name	
Address	
Telephone Number	
Email Address	
Date	