

Support Level	COMMERCIAL OFFICE Full Business Support
SERVICES	
PC, Tablets & Laptops	Unlimited Pc's or Laptops
Smartphones, Blackberry®, iPhone©	✓
Broadband & Email advice & assistance.	✓
Domain & Email hosting	Optional
Backup Advice & Assistance	✓
Backup Monitoring & Control	✓
Away from home or Office Support (* discounted)	✓*
Remote Workers	✓
Business Managers Home Office	✓
ADVICE & BUSINESS STRATEGY SUPPORT	
Immediate Helpdesk Phone Support	✓
Training & Advice	✓
Email Support	✓
Remote login Support	✓
Business IT Strategy Support & Advice	✓
SPEED OF RESPONSE	
Opening Hours 9am - 5.30pm	✓
Response Time	Up to 2 Hour Response
Onsite Visit Response (* chargeable & discounted)	Next Business Day *
Pre Agreed out of Hours Support (* chargeable)	✓*
SECURITY & PROTECTION	
Antivirus per year	n/a
Online Backup (* Setup charge)	Optional
Anti-Spam Filtering (* Conditions apply)	Optional
ADDITIONAL BENEFITS	
Repairs & Servicing	30% Discount
Onsite Visit Charges	30% Discount
Laptop or PC Loan (Conditions apply)	Optional
Indy Ware Ltd	From £25.00 Per Month