

	HOME	HOME OFFICE & BUSINESS	COMMERCIAL OFFICE
Support Level	Family Support	Home & Business Support	Full Business Support
SERVICES			
PC, Tablets & Laptops	2 Pc's or Laptops	3 PC's or Laptops	Unlimited Pc's or Laptops
Smartphones, Blackberry®, iPhone©	Optional	Optional	✓
Broadband & Email advice & assistance.	✓	✓	✓
Domain & Email hosting	Optional	Optional	Optional
Backup Advice & Assistance	✓	✓	✓
Backup Monitoring & Control	X	Optional	✓
Away from home or Office Support (* discounted)	X	✓*	✓*
Remote Workers	X	Optional	✓
Business Managers Home Office	X	✓	✓
ADVICE & BUSINESS STRATEGY SUPPORT			
Immediate Helpdesk Phone Support	✓	✓	✓
Training & Advice	✓	✓	✓
Email Support	✓	✓	✓
Remote login Support	✓	✓	✓
Business IT Strategy Support & Advice	X	Optional	✓
SPEED OF RESPONSE			
Opening Hours 9am - 5.30pm	✓	✓	✓
Response Time	Up to 1 Day Response	Up to 4 Hour Response	Up to 2 Hour Response
Onsite Visit Response (* chargeable & discounted)	<3 Business Days *	<2 Business Days *	Next Business Day *
Pre Agreed out of Hours Support (* chargeable)	X	✓*	✓*
SECURITY & PROTECTION			
Antivirus per year	1 Stand-alone License	1 Stand-alone License	n/a
Online Backup (* Setup charge)	Optional	Optional	Optional
Anti-Spam Filtering (* Conditions apply)	Optional	Optional	Optional
ADDITIONAL BENEFITS			
Repairs & Servicing	20% Discount	25% Discount	30% Discount
Onsite Visit Charges	20% Discount	25% Discount	30% Discount
Laptop or PC Loan (Conditions apply)	Optional	Optional	Optional
Indy Ware Ltd	£6.99 Per Month	From £9.99 Per Month	From £25.00 Per Month