

Which is the Right Support Contract for You?

AVAILABLE SERVICES	HOME Support	HOME Premium Support	SOHO Business Support	BASIC Business Support	PRO Business Support	TOTAL Business Support
Access to technical support to resolve any problems. Includes telephone help and instant online support via remote access during normal working hours.	✓	✓	✓	✓	✓	✓
Out of Hours Support via Premium Rate Line	✓	✓	✓	✓	✓	✓
Out of Hours Telephone Support by a Dedicated On Call Technician	✗	✗	✗	✓	✓	✓
Onsite Support (Visit fee applicable)	✓	✓	✓	✓	✓	✓
Standard Response Time	Within 3 working days	Within 3 working days	Within 2 working days	Within 1 working day	Within 24 hours	Same day Response
Priority Repair at Office	✗	✗	✓	✓	✓	✓
Emergency Call Outs	✗	✗	✗	✓	✓	✓
Number of Emergency Call Outs per Month	✗	✗	1	1	3	4
AVG Antivirus Software License	✗	✗	✗	✓	✓	✓
Full PC Physical Cleaning (worth €35)	✓	✓	✓	✓	✓	✓
PC Loan While yours is Being Repaired	✗	✗	✗	Subject to availability	Subject to availability	Guaranteed within 24 hours
Number of PCs per Contract	1	2	2	2	2	2
Maximum Number of PC s that can be Added	0	1	2	2	4	6
Additional PC / User Fee per Month	N/A	€8	€ 20	€25	€30	€35
Monthly Fee	Equivalent €15.75	Equivalent €19.75	€45.00	€ 95.00	€ 225.00	€ 450.00
Quarterly Fee	N/A	N/A	€ 135.00	€ 270.00	€ 650.00	€ 1,300.00
Annual Fee	€ 189.00	€ 237.00	€ 540.00	€ 1,045.00	€ 2,475.00	€ 4,950.00
Payment Terms	Annually	Annually	Quarterly	Quarterly	Monthly	Monthly

Prices exclude VAT (IVA) @ 16%.