



Service Level

Services	Entry	Basic	Premium	Premium Plus	Total
Unlimited Desktop Telephone Support (Max 2hr response) Mon- Fri 9am - 5.30pm excluding public holidays	✓	✓	✓	✓	✓
Unlimited Desktop Telephone Support (Max 2hr response) Mon - Fri 24 hrs excluding public holidays				✓	✓
Unlimited Remote Support to Desktop (Max 2hr response) Mon- Fri 9am - 5.30pm excluding public holidays	✓	✓	✓	✓	✓
Unlimited Remote Support to Desktop (Max 2hr response) Mon - Fri 24hrs excluding public holidays				✓	✓
Unlimited Single Server Telephone & Remote (Max 2hr response) Mon- Fri 9am - 5.30pm excluding public holidays	✓	✓	✓	✓	✓
Unlimited Single Server Telephone & Remote (Max 2hr response) Mon - Fri 24hrs excluding public holidays					✓
Monthly remote server health check		✓	✓	✓	✓
On-site Desktop Support visits					✓
On-site Server Support visits			✓	✓	✓
Hardware and software on-site installation					✓
Manage issues with ISP and Mail providers		✓	✓	✓	✓
Installation of Service Packs & Updates			✓	✓	✓
Hardware Maintenance					✓