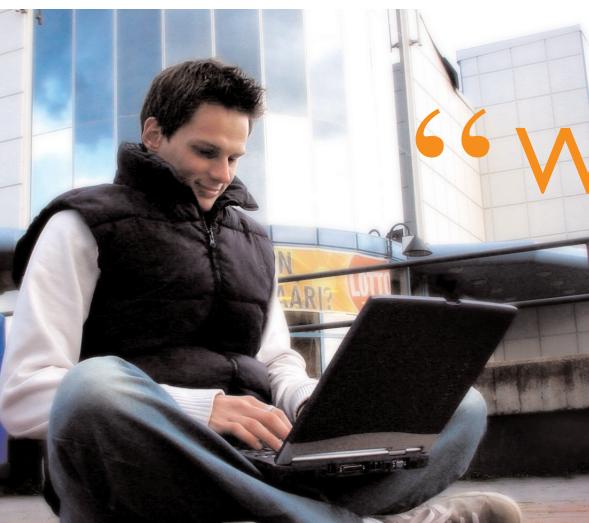# **help**internet ltd

# IT Support Credits
## "When IT really matters"

By Purchasing an agreed amount of engineers time in advance an IT Support Credit agreement could be right for you.

### But Why?
Facilitate regular scheduled visits of an engineer on-site, or a priority visit whilst using the credits as required. Whilst on-site the engineer could check out your IT System configuration logs, system optimization etc. and be available to assist with your individual IT requirements.

### What if I run out of credits?
The flexible 12 month contract also allows for the credits to be called off or even added to as and when required for events as emergency visits, training, installations etc.

### Can I keep track of my credits?
Regular statements can be issued on request so you will always know how many credits you have left.

### What does it cost?
The examples below shows a 50:50 estimate for Network: PC/Printer support. Remember you can 'top them up' at any time and restart the 12 month contract.

| IT Support Credits | | Total | Discount | Saving |
|---|---|---|---|---|
| 10 IT Credits | = | £686.00 | 2.00% | £14.00 |
| 15 IT Credits | = | £1018.50 | 3.00% | £31.50 |
| 20 IT Credits | = | £1,344.00 | 4.00% | £56.00 |
| 25 IT Credits | = | £1,662.50 | 5.00% | £87.50 |
| 30 IT Credits | = | £1,974.00 | 6.00% | £126.00 |
| 40 IT Credits | = | £2,590.00 | 7.50% | £210.00 |
| 50 IT Credits | = | £3,150.00 | 10.00% | £350.00 |
| 75 IT Credits | = | £4,462.50 | 15.00% | £787.50 |
| 100 IT Credits | = | £5,600.00 | 20.00% | £1,400.00 |
| 150 IT Credits | = | £8,137.50 | 22.50% | £2,362.50 |
| 200 IT Credits | = | £10,500.00 | 25.00% | £3,500.00 |

### 8 Hour or Scheduled Response
Labour = 1 Credit per hour • Travel = $^1/_2$ Credit per hour

### 4 Hour Priority Response
Labour = 2 Credit per hour • Travel = $^1/_2$ Credit per hour $^1/_2$ hour

### Telephone Support
Initial call with resolution within 10 mins **FREE**

Additional time = $^1/_4$ Credit per $^1/_4$ hour

### Will I need anything else?
For a total support solution why not combine one of our comprehensive Maintenance Agreements with IT Support Credits and let Help Internet Ltd be your IT department!

## "When IT really matters, IT's Help"
## Tel: 08707 446239 :: Fax: 08707 446207
**email: sales@helpinternet.co.uk :: www.helpinternet.co.uk**

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