

Support

Support available will differ according to the type of service taken and time of day. The support options afforded at these different times are defined below.

Working hours:

Telephone, email, remote, on-site.

Out of hours:

Email, remote, mobile support number available for all customers (Not for use before 06.00 or after 22.00). All of Saturday and Sunday are considered out of hours, as are Bank/Public Holidays. On-site is available upon customer request and will be charged at the appropriate rate.

Emergency:

Special 24x7 mobile support number, available for customers on "Retained" service only.

Two service types are available, *Retained* or *PAYG* (Pay As You Go) and are described below.

Retained

Consists of a fixed monthly charge which will guarantee the client up to a certain amount of time per month of Starplex Systems services, whether this be support, consultancy etc. The benefit of this option is that if time does become chargeable, it will be at a lower hourly rate than those customers which are using the PAYG option. Basic external monitoring is part of the retained package.

There are several layers of support available which are detailed below.

Telephone:

Immediate response. If engaged or unavailable please leave a voice message, callback will be made as soon as is possible. Time taken for telephone support will be allocated against the customers monthly allowance if deemed appropriate by Starplex Systems.

Email:

2 working hour response to support emails.

Remote:

2 working hour response from telephone/email request being received, if it is possible to connect to the required server/workstation.

On-site:

Same working day, if possible. otherwise earliest possible time during next working day.

Monitoring:

Customers will have a Starplex supplied and operated external monitoring service running 24x7. This will, as a minimum, monitor their business Internet connection. If the customer has a dedicated server on-site which runs services vital to their business, these will also be monitored. For example, email and/or web services. If a monitored service becomes unavailable, an alert will be sent to Starplex, with best efforts remedial action taken as soon as is practicable. Please note it is not possible to monitor all services, but we will endeavour to cover as much as we can.

Starplex Systems

18 Cotesmore Road Long Chaulden Hemel Hempstead Hertfordshire HP1 2HJ
Tel: 01442 289322 Mob: 07889002274 Email: admin@starplex.co.uk

Retained (continued)**Hourly rates:**

Working hours - £70 per hour (¼ hour increments, no minimum charge)

Out of hours - £90 per hour (¼ hour increments, no minimum charge)

Emergency - £120 per hour (¼ hour increments, no minimum charge)

Daily rate:

£450 (09.00 – 18.00 Monday to Friday)

£600 (09.00 – 18.00 Saturday/Sunday)

PAYG (Pay As You Go)

If the customer does not want to have the benefit of our “Retained” service then it is possible to simply pay for services as and when they are required. The differences are that response times and hourly rates are not the same as those customers which elect to use the retained service. The support available is shown below.

Telephone:

Immediate response. If engaged or unavailable please leave a voice message, callback will be made as soon as is possible, with customers on “Retained” service taking priority. Time taken for out of hours telephone support will be charged if deemed appropriate by Starplex Systems.

Email:

4 working hour response to support emails.

Remote:

4 working hour response from telephone/email request being received, if it is possible to connect to the required server/workstation.

On-site:

Best efforts to make first thing next working day.

Monitoring:

Available as a standalone service. £50 per month (up to 3 items) £10 per month per additional item. Email address to be supplied by customer for any generated alerts to be sent to. Please note this is a 24x7 service.

Hourly rates:

Working hours - £90 per hour (¼ hour increments, no minimum charge)

Out of hours - £120 per hour (¼ hour increments, no minimum charge)

Emergency - £180 per hour (¼ hour increments, no minimum charge)

Daily rate:

£600 (09.00 – 18.00 Monday to Friday)

£750 (09.00 – 18.00 Saturday/Sunday)

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Miscellaneous

- Working hours: 09.00 – 18.00 Monday to Friday
- Out of hours: All other times, Saturday/Sunday all day and Bank/Public Holidays
- Telephone support: is deemed chargeable if a support issue is resolved using it
- Email support: dedicated email address for support issues support@starplex.co.uk
- Remote: is defined as access to customer server(s) and/or workstation(s) from Starplex Systems using either RealVnc or Remote Desktop
- Emergency support: is available and defined as any time during the day or night with a 'drop everything and help' request by the customer due to some form of catastrophic failure for the customer. This support is charged at a higher than usual rate (defined previously), but only if an almost immediate response (within 1 hour) can be made by Starplex Systems

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