



Support Levels

This sheet details the levels of support provided under our Support Agreements for various groups of hardware. It highlights the benefits gained by upgrading to a higher support level for your mission critical equipment. Our sales team will be pleased to discuss any special support requirements your installation may have.

THE FOLLOWING SUPPORT WILL BE PROVIDED IN THE IN THE EVENT OF HARDWARE FAILURE

	ALL	PRINTERS	STANDALONE & NETWORK PC'S		NETWORK SERVERS	
	RETURN TO BASE Hardware only Support	ON-SITE Hardware only Support	ON-SITE Hardware only Support	ON-SITE Hardware & Software Support	ON-SITE Hardware only Support	ON-SITE Hardware & Software Support
	BRONZE	SILVER	SILVER	GOLD	SILVER	GOLD
The repair of agreed hardware items ⁽¹⁾	Yes	Yes	Yes	Yes	Yes	Yes
All replacement parts required during the support period ⁽²⁾	Yes	Yes	Yes	Yes	Yes	Yes
Default loading of an operating system ⁽³⁾	Yes	n/a	Yes	Yes	n/a	n/a
Default loading of a network operating system ⁽³⁾	n/a	n/a	n/a	n/a	Yes ⁽⁴⁾	Yes
All labour time required during the support period	Yes	Yes	Yes	Yes	Yes	Yes
Local collection and return of repaired hardware	Yes	n/a	n/a	n/a	n/a	n/a
On-site response within 8 working hours		Yes	Yes	Yes	Yes	Yes
On-site response within 4 working hours		option	option	option	option	option
Target fix time of less than 12 working hours		Yes	Yes	Yes	Yes	Yes
Loan equipment should workshop repairs be required		option	option	option	option	option
Default configuration of an operating system ⁽³⁾				Yes		n/a
Default configuration of network operating system ⁽³⁾				n/a		Yes
Loading and configuration of network client software ⁽³⁾				Yes		n/a
Default loading of application software ⁽³⁾				Yes		Yes
Assistance with customer data restoration ⁽³⁾				Yes		Yes
Default loading of server applications ⁽³⁾						Yes
Assistance with client connectivity						Yes
Assistance with network security configuration						Yes

⁽¹⁾ Specification as agreed before the start of (or upgrades notified and agreed during the life of) an agreement.
⁽²⁾ Excludes all user replaceable consumables including toners, ribbons and laser printer drums.
⁽³⁾ From customer supplied original disks or backup media.
⁽⁴⁾ Excludes Microsoft Small Business Server and Novell Small Business Suite.