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## Support services for small – medium business

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## 1 Introduction

Computer problems can cause serious disruption. Software crashes, installation problems and dead email quickly translate into wasted time, missed schedules and lost revenue. Is it the hardware? Is it software? Is it a virus? Who knows?

For peace of mind Citydata Consulting has developed a cost effective plan for business. The service is available Monday to Friday 8am – 6pm (excluding Bank Holiday). Further service enhancements can be tailor made to meet your requirements.

Nothing is too small – get help  
with any kind of PC problem

The service is delivered via secure remote access enabling us to diagnose and fix the problem without any delays. No waiting for engineers, traffic and parking issues.

## 2 What's covered

Option	Care Pak – PC	Care Pak – Server
Cost Per Item	From £12 per month	From £30 per month
Server Hardware Fault Diagnosis	–	√
Desktop Hardware Fault Diagnosis	√	–
Printer Support and Fault Diagnosis	√	√
Workgroup Network Support	√	√
Domain Network Support	–	√
Active Directory Support	–	√
Network Fault Diagnosis	√	√
<b>Operating System</b>		
Operating System Installation and Configuration	–	√
Operating System Fault Diagnosis and Remote Support	–	√
Patch and Upgrade Management	√	√
Windows 98 including SE	√	–
Windows 2000 including Professional	√	–
Windows XP Professional	√	–
Microsoft Server 2003 inc Release 2	–	√
Microsoft SBS	–	√
Microsoft 2000 Server and Advanced	–	√
<b>Applications</b>		
Server Application and Setup	–	√
Desktop Application and Setup	√	
Application Fault Finding and Remote Support	√	√
Patch and Upgrade Management	√	√
Microsoft Office Suite	√	–
Microsoft Exchange Server	–	√
Microsoft SQL Server	–	√
Microsoft IIS	–	√
Routing and Remote Access Services	√	√
Domain Account and Permissions	–	√
Active Directory Accounts and Permissions	–	√
Workgroup File and Print Service	√	√
Domain File and Print Service	–	√
Active Directory File and Print Service	–	√

### 3 Price List

#### What does Citydata Consulting "Care Pak" cover?

All Business products and services can be supported directly by the dedicated helpdesk team†

†In some instances you may be transferred to an alternative support desk that has the expertise for a specific product. Care Pak On-site support is not available on some Business products and services.

#### What can I expect from Care Pak On-Site?

On-Site offers pay-per-use on-site IT engineer visits, who can provide the following\*: -

Faulty hardware repair and replacement and repair  
 Hardware installation and configuration  
 Software installation and configuration  
 LAN installation, configuration and repair

\* Care Pak On-site support is not available on some Business products and services.

#### What can I expect from Care Pak Support Per Incident?

Care Pak per Incident provides telephone based support on a per call basis.

The scope of support offered by Care Pak Per Incident is as outlined above for Care Pak.

#### Care Pak On-Site Regions

Care Pak On-Site engineering visits are available to the primary site. This service is currently unavailable in Northern Ireland.

#### 3.1 Price list

Citydata Consulting Services

The prices are our normal prices and exclude any special promotion.

Care Pak Desktop – Subscription...	£20 per month per PC
Care Pak Desktop – Per incident...	£45 per incident
Care Pak Server – Subscription.....	£50 per month per Subscription
Care Pak Server – Per incident.....	£150 per incident
Care Pak Onsite .....	£150 for the first hour
.....	£75 for any additional hour
Care Pak Security Check .....	£50 per PC for the first PC
	£25 per PC for any additional PCs within the same session

## 4 Terms and Conditions of the service

### *Our contract with you*

#### 1. The service

The Citydata Consulting services gives you IT support on the hardware, applications and operating systems detailed as described in paragraphs 8, 9, 10, 11, 12 and 13 below.

#### 2. When do these additional terms and conditions apply?

2.1 When you order any of the Citydata Consulting services, either by telephone or email these additional terms and conditions apply.

3. If you place an order for Citydata Consulting service by telephone, these terms and conditions will apply when you agree to the immediate provision of the Citydata Consulting Care Pak service.

#### 4. Providing the Service

4.1 By ordering the Citydata Consulting service, you are agreeing to immediate provision of the service and you cannot cancel it under the Consumer Protection (Distance Selling) Regulations 2000.

4.2 Our provision of the Citydata Consulting service is not meant to be a substitute for you taking appropriate steps to maintain and safeguard your IT system through regular data back-up, running current virus software and adopting other appropriate security or maintenance procedures.

4.3 Although we will use reasonable efforts to provide remote and/or on-site support and repair equipment within the timescales agreed with you, all dates are estimates and we cannot guarantee that we will meet them.

4.4 If as part of our provision of the Citydata Consulting services you are required to install any software you agree to install and keep installed such diagnostic and technical support software (such as Citydata Consulting Support Client) to assist in the support process. If you refuse to install such software this may mean we either have to provide a reduced level of Citydata Consulting service or withdraw provision of Citydata Consulting service in its entirety.

### *What you need to do*

#### 5. Paying our charges

You must pay the charges for the Citydata Consulting services that are set out in the price list located at 3.1. This price list is part of these additional terms and conditions.

#### 6. Ending Citydata Consulting Subscription Service

6.1 These additional terms and conditions for Citydata Consulting Subscription services can be ended by either party giving 28 days notice to the other.

6.2 If you give us notice that ends, or we end the contract and are entitled to do so because you have broken the contract, during the first 12 months from the date that the Citydata Consulting Subscription service is activated on each block of registered PC's you must pay all charges payable for any remaining period of that 12 months except where you give us notice because we have increased our charges or changed the conditions of the contract to your detriment.

6.3 If you have paid any charges for a period after the end of the contract beyond the 12 months referred to in paragraph 3.1, we will either repay these charges or put them towards any money you owe us.

#### *Your choice of service*

### 7. Citydata Consulting Desktop Security Check

#### 7.1 Citydata Consulting Desktop Security Check provides

(a) remote analysis of your PC(s) vulnerability to most common threats and identifies possible points of failure and

(b) written report advising recommended actions you should carry out in order to try to limit your PC(s) exposure to the most common IT threats and possible points of failure; for a one off charge.

7.2 We do not guarantee that your PC will not experience any threats or failures either identified or not identified by our activities, nor can we accept any responsibility should your PC fail whilst we are carrying out Citydata Consulting Desktop Security Check or should we be unable to complete our analysis.

7.3 In order for us to carry out our Citydata Consulting Desktop Security Check analysis your PC(s) and associated network may not be operational for the duration of our analysis. Citydata Consulting Desktop Security Check cannot be provided on any PC which cannot be non operational during our analysis period.

7.4 We may be unable to perform some or all of the checks that form part of the service due to technical or operational reasons and we will inform you as soon as possible if this occurs.

### 8. Citydata Consulting Care Pak (Desktop) Subscription

8.1 You can choose to subscribe to Citydata Consulting (Desktop) based on the number of PC(s) you wish to have supported. Choosing this option will provide you with the following facilities:

(a) A single point of contact for Citydata Consulting (Desktop) support service;

(b) Remote access to your registered PCs for diagnostics and problem solving;

(c) Telephone-based help and advice on use of the supported applications and operating systems detailed in paragraph 2;

8.2 The telephone-based support described in paragraph 8.1 (a), (b), and (c) above is available between 08:00 and 18:00 Monday to Friday excluding bank and public holidays.

8.3 Charges for Citydata Consulting support service are based upon the provision of a reasonable level of telephone support by us. If we believe that you are using the service excessively without good reason, and are failing to comply with the provisions of paragraph 4.2 above, we reserve the right to raise an additional charge against you.

### 9. Citydata Consulting support service Per Incident

9.1 The Citydata Consulting support service Per Incident option provides the service detailed in paragraphs 8.1 (b) & (c) and 8.2 above, for a one off charge per incident subject to paragraph 9.2.

9.2 The call time included in the charge for the Citydata Consulting support service Per Incident telephone-based support as described in paragraph 9.1 above is limited to one forty five minute call per incident.

## 10. Citydata Consulting (Server) Subscription

10.1 You can choose to subscribe to Citydata Consulting (Server) based on the number of servers you wish to have supported. Choosing this option will provide you with the following facilities:

- (a) A single point of contact for Citydata Consulting (Server) support service;
- (b) Remote access to your registered server for diagnostics and problem solving;
- (c) Telephone-based help and advice on use of the supported applications and operating systems detailed in paragraph 2;

10.2 The telephone-based support described in 21.1 (a), (b), and (c) above is available between 08:00 and 18:00 Monday to Friday excluding bank and public holidays.

10.3 Charges for Citydata Consulting (Server) are based upon the provision of a reasonable level of telephone support by us. If we believe that you are using the service excessively without good reason, and are failing to comply with the provisions of paragraph 4.2 above, we reserve the right to raise an additional charge against you.

## 11. Citydata Consulting (Server) Per Incident

11.1 The Citydata Consulting (Server) Per Incident option provides the service detailed in paragraphs 10.1 (b) & (c) and 10.2 above, for a one off charge per incident subject to paragraph 2.

11.2 The call time included in the charge for the Citydata Consulting (Server) Per Incident telephone-based support described in paragraph 10.1 above is limited to one two hour call per incident

## 12. Citydata Consulting (On Site)

12.1 Where available, Citydata Consulting (On Site) provides an on site visit, based on a call out charge and an hourly rate, by our approved IT subcontractor to carry out general fault diagnosis, installation and reconfiguration and repair of the computing hardware (including servers), software and LAN equipment listed within the support contract. Citydata Consulting (On Site) does not cover faults relating to your internet access or provide support for items of non standard equipment or of a specialized nature such as printing machines, plotters, scanners, cameras and video equipment;

12.2 Citydata Consulting (On Site) is only available at the primary site.

12.3 Citydata Consulting Care Pak On Site visits are available between 09.00 and 17.00 Monday to Friday excluding bank and public holidays. We can normally provide an on site visit within 48 hours of agreeing to your request.

12.4 You must give us access to your premises at the time we agree with you for your appointment. If we are not able to gain access to carry out our work at the pre-agreed time we reserve the right to charge you for a missed appointment.

12.5 We will only commence repair work once you have agreed to our estimate of charges. If we believe that a repair cannot be carried out on site, we will give you the option to have the repair carried out off site. If we need to remove your equipment for repair we will try to complete the repairs in 5 Working Days. If we are unable to do this, we will let you know.

12.6 If we replace items such as hard drives, we will return your computing equipment with the basic operating system installed ready for you to restore your data and applications.

12.7 Computing equipment repair does not include the back-up or restoration of your data or applications. If you would like us to do this if on your computing equipment we have removed for repair, we will need to charge you for a further on site visit.

12.8 If we find that any equipment requiring repair is still subject to a manufacturer's warranty we will, where possible, liaise with the manufacturer on your behalf to try and ensure that the faulty equipment is repaired or replaced in accordance with the manufacturer's warranty. We will not repair any equipment which is still under warranty unless the manufacturer authorizes us to do so and has agreed in writing to pay our charges to carry out the repair.

12.9 If we diagnose on our first visit that subsequent visits will be required by specialist support to resolve your computing equipment faults, charges at higher rates may apply for subsequent on site visits by these specialists.

12.10 Charges for Citydata Consulting (On Site) do not include any costs for replacement parts.

### 13. Limitations of Citydata Consulting services

13.1 In order to use Citydata Consulting services, your computer systems must meet the following minimum requirements:

Computer hardware with a minimum software level of Windows 98, ME, 2000 Professional or XP\*;  
180Mb free on hard drive;  
CD-ROM drive; and  
internet connection.

13.2 You agree to us or our representatives having access to your registered computing equipment via a remote access client we will ask you to grant us access on a session by session basis.

13.3 You agree

(a) to install and keep installed the Citydata Consulting Support Client on each supported computer when required to do so by Citydata and

(b) to have technical details of the supported PC's, local area network and connected devices, collected and securely stored by Citydata Consulting for use during fault diagnosis and support incidents.

13.4 We do not guarantee that we will be able to fix all faults reported by you, or that we will be able to advise on all service related issues.

13.5 We are not liable for any failures in the supported applications and operating systems that cannot be resolved using the Citydata Consulting services, or your failure to correctly follow our, or our appointed IT subcontractor's advice and recommendations. We recommend that you regularly and frequently back-up any stored data as we cannot accept any liability for loss or corruption of your data.

13.6 If a fault is due to a failure in your equipment it is your responsibility to arrange for the repair or replacement of it either via the Citydata Consulting (Onsite) service, if available in your area, or via other means.