

# Support – The fine print....

## Setting up an Agreement

To set up a Home Support Agreement is very simple — either call RJS Consultants (01923-254302) and ask to set up an Agreement, or ask to set up an Agreement during a Support Call.

*It really is this simple!*

RJS Consultants will then get the paperwork to the Home User to sign, and support will start on receipt of the signed Agreement and initial payment.

## Set-up Costs

In order to become familiar with the user's computers, and to install the remote support software, there is a nominal £5 charge per computer.

This is waived if an Agreement is taken out during a general support call, as the remote support software can be installed at the same time.

## Initial Payment

To set up the Agreement, if the Home User wishes to pay monthly then an initial payment of £40 is required. This covers the first two months, and gives time for the Standing Order to be set up.

For Agreements with 3 monthly or 6 monthly payment terms, just the initial payment is required.

## Support Hours

Support is available Monday to Friday, 9am to 5.30pm. Support will also generally be available during evenings and weekends, with a £8 nominal additional charge per call at the discretion of RJS Consultants.

## Termination

1 month notice needs to be given to cancel this agreement. Any monies already paid for support will not be refunded.

## Payment

The Home User will pay RJS Consultants in advance based on the agreed level of support. If there are any additional charges incurred, these will be billed in arrears, generally at the end of each month.

## Additional Services

RJS Consultants are able to provide a number of IT services to a Home User. These are not a part of the Home Support Agreement, but can be provided as additional services when the need arises.

These services include (and are not limited to):

- ✓ Setting up Web sites
- ✓ Backup solutions
- ✓ Creating personal Email addresses
- ✓ Liaising with vendors on behalf of the Home User where additional packages/IT services are required
- ✓ Broadband supplier liaison
- ✓ Equipment purchase

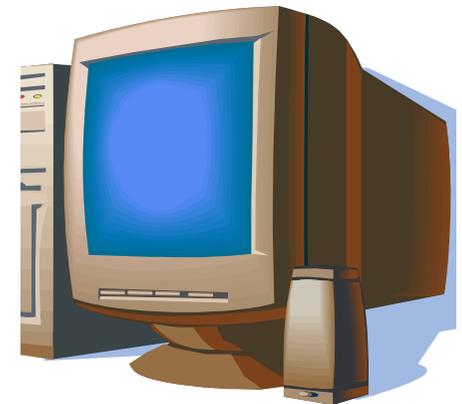
In short, RJS Consultants would be delighted to provide a full IT service to the Home User.

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# Home Support Agreement



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01923 254302

## Overview

Our support for Home Users, their computers, printers and other connected devices like BlackBerry and iPhone smart phones has (up until now) mostly been by an ad-hoc arrangement, whereby every call for support would be charged based on the time taken for the support given.

RJS Consultants pride themselves on providing a personal and professional service, and have been concerned about being able to deliver a quality service to their Home User clients. RJS Consultants would also like to remove the barrier to quick support that comes with the knowledge that every call is a cost. So RJS Consultants have been looking at how they can improve what they can offer to the Home User.

In the same way that Business Users have the option of Support Agreements to cover the regular support calls they make for their computers and devices, RJS Consultants have created a similar option that is specifically tailored for Home Users and their needs.

The 'Home Support Agreement' provides for a Home Computer User to receive support without incurring additional cost to their monthly Agreement cost.

Instead of the usual ad hoc arrangement, a Home User can call RJS Consultants for remote support, safe in the knowledge that there is no additional cost (subject to some caveats described below).



(All prices shown in this document exclude VAT, which regrettably has to be added at the prevailing rate.)

In normal circumstances RJS Consultants expect to start providing assistance immediately that a call is received during the hours of Monday to Friday, 9 to 5.30pm. However when there are high call volumes, it may take a short time to return a message left either with our receptionist or on our answerphone.

It is expected that all calls will be returned within 4 working hours of a support call being placed, Monday to Friday, 9am to 5.30pm. Calls during evenings and weekends will generally be answered, but no commitment is given that support will start immediately. If a problem is urgent, then RJS Consultants reserve the right to charge for the support provided.

No commitment is given to how long a problem will take to resolve, except that RJS Consultants will put all reasonable efforts into solving the problem as quickly as they can.

Furthermore, RJS Consultants will commit to working outside the normal working hours if the user indicates that the problem is such that it is important to work during evenings and/or weekends and that the commensurate rates may be used for chargeable work.

### Support—What does it cost?

The basic cost of the 'Home Support Agreement' is £20 per month, and allows for up to 2 remote support calls to be made. From our experience, this is sufficient for most home users.

Discounts are available for paying for 3 or 6 months at a time.

The Agreement can be paid monthly, 3 monthly (£55 for up to 6 calls) or 6 monthly (£100 for up to 12 calls) by Standing Order.

Compared to the cost of the Ad Hoc Support, it can be seen that very few calls need to be made to make this a worthwhile Agreement.



### Support — What is covered?

The support calls can be for the user's computer, network connection, printers or BlackBerry / iPhone / smartphone. We expect that these calls can be completed in around 30/45 minutes.

There are few issues that cannot be handled remotely, although if the problem is with the broadband connection itself, there are obvious limitations!

If it should be necessary to visit the Home User to provide support, or the support call takes more than 45 minutes, there will be a charge equivalent to 85% of our ad hoc support charge, recognising that a VIP customer should get some additional benefit from their Agreement.

### Support—How is it provided?

RJS Consultants will install a small piece of software that enables the remote takeover of the computer.

When support is required, the support staff can take over the computer immediately and help resolve the problem.

### Ad Hoc Support — The Alternative

Ad Hoc support is the simplest of all the support options provided by RJS Consultants, and requires no commitment. It is a good starting point for all new clients until their requirements become clear.

The call out charge (and first 30 minutes of support) is £35, £25 for the next 30 minutes and then £15 per 15 minutes.

For clients who call RJS Consultants (even on an irregular basis) for their support, it is likely to be beneficial to take out a Home Support Agreement.

### Support—The Process

RJS Consultants keep a record of all support calls and support actions performed for the user.

These records are available for review at any time using the Web Help Desk online support application. This application can also be used to request support. Full details on how to use the on-line application can be provided.