

Sovereign Business Equipment Ltd - Contract Matrices

Desktop Contract Matrix

| | Gold | Silver | Bonze |
|---|---------------------------------|--------|-------|
| Mon-Fri 09:00-17:00 | x | x | x |
| Twelve Months Cover | x | x | x |
| In hours Telephone Support | x | x | x |
| Software Trouble Shooting | x | x | x |
| Callout Within 4 hr Response Time | x | - | - |
| Callout Within 8 hr Response Time | - | x | x |
| All Hardware is Covered - parts and labour cost are covered | x | x | - |
| Yearly Health Check Inspection | x | x | - |
| Remote Desktop Control * | x | x | - |
| Hardware Installation ** | x | - | - |
| Viruses and Spyware Removal *** | x | - | - |
| Software Installation | x | - | - |
| Charge per machine | Please email or call for prices | | |

* This is reliant on the customer having a VPN connection

** This covers the installation of additional new hardware e.g. Printers, scanners, internal/external drives

*** This is reliant on the customer ensure their virus protection is updating regularly

Laptop Contract Matrix

| | Gold | Silver | Bonze |
|-----------------------------------|---------------------------------|--------|-------|
| Mon-Fri 09:00-17:00 | x | x | x |
| Twelve Months Cover | x | x | x |
| In hours Telephone Support | x | x | x |
| Software Trouble Shooting | x | x | x |
| Callout Within 4 hr Response Time | x | - | - |
| Callout Within 8 hr Response Time | - | x | x |
| Yearly Health Check Inspection | x | x | - |
| Remote Desktop Control * | x | x | - |
| Hardware Installation ** | x | - | - |
| Viruses and Spyware Removal *** | x | - | - |
| Software Installation | x | - | - |
| Charge per machine | Please email or call for prices | | |

* This is reliant on the customer having a VPN connection

** This covers the installation of additional new hardware e.g. Printers, scanners, internal/external drives

*** This is reliant on the customer ensure their virus protection is updating regularly

Server Contract Matrix

| | Enterprise | Workgroup | Basic |
|---|---------------------------------|-----------|-------|
| Mon-Fri 09:00-17:00 | x | x | x |
| Twelve Months Cover | x | x | x |
| In hours Telephone Support | x | x | x |
| Software Trouble Shooting | x | x | x |
| Callout Within 4 hr Response Time | x | x | - |
| Callout Within 8 hr Response Time | - | - | x |
| All Hardware is Covered - parts and labour cost are covered | x | x | - |
| Yearly Health Check Inspection | x | x | - |
| Remote Desktop Control * | x | x | - |
| Hardware Installation ** | x | - | - |
| Viruses and Spyware Removal *** | x | - | - |
| Software Installation | x | - | - |
| Exchange Support | x | - | - |
| Active Directory Support | x | x | - |
| Backup Software Support | x | x | - |
| Remote Monitoring * | x | x | - |
| Charge per machine | Please email or call for prices | | |

* This is reliant on the customer having a VPN connection

** This covers the installation of additional new hardware e.g. Printers, scanners, internal/external drives

*** This is reliant on the customer ensure their virus protection is updating regularly