

### General

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Support and complementary services will be provided to Scheme clients with an active account that is open and in credit. Non-payments of overdue invoices may lead to restricted support.

### Support Units

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- 1 unit is equivalent to 15 minutes of support time.
- All units and related service visits are limited to the premises confirmed at Account opening.
- Unused units are non-refundable, and non-transferrable to third-parties.
- Site visits will be charged a minimum of 4 units.

### Response

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- Enquiries will be offered remote support in the first instance to provide quick, cost-effective responses. If this is not practical or suitable we will arrange a site visit.
- Response times are limited to our opening hours - 9am to 5.30pm Monday to Friday (unless by special arrangement).
- All enquiries will be afforded level 2 response as default. Level 1 response is available upon request and subject to fair usage.

### Out of Hours Support

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- Weekend response is only available by prior arrangement and will be charged at time-and-half on Saturdays, and double-time on Sundays.
- Out of Hours Server restarts are offered at our discretion and only by mutual arrangement with the Consultant handling the case.

## Snagging

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We commit to doing everything we can to mitigate incidental issues. On IT projects, a schedule of works will be supplied and agreed in advance. Snagging is not applicable to our list of services since we do not offer a 'fixed-fee' service. Support charges are levied against time spent and units deducted accordingly. However, in extreme cases we may adopt a discretionary approach to charges of this nature.

## Equipment Supplies

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- Hardware or software supplied by Serendipiti will be subject to settlement in advance.
- Hardware or software invoice can be redeemed against units if sufficient units are available on account, or if subscribed to the **Guardian Plus** Scheme. There is a 1 unit admin charge per invoice for redeeming units.

## Third-Party Solutions

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- Serendipiti may recommend third-party software or hardware as a proposed solution to an IT issue. All such products are recommended in good faith, and are usually based on direct experience and/or in-house use of the product.
- If required by the developer or distributor, it may be necessary for us to act as Reseller in order to supply and deploy the product. As such, initial purchase and renewals of these products will be charged by Serendipiti on an annual or one-off basis – as applicable.
- Serendipiti will install and configure any such application as instructed by the developers, and will be committed to deploying a solution within the scope of the products capabilities. Where possible Serendipiti will also provide supporting literature.
- Time spent installing, configuring and training in these products is chargeable.
- Our recommendation of these products does not suggest an affiliation with the developer. Whilst every effort is made to ensure products recommended and installed by Serendipiti are fully functional, we cannot anticipate operational issues which may arise as a result of vendor patches or version upgrades. In such instances, it may be necessary to seek support and advice from the software vendor. Any time spent by Serendipiti escalating such issues will be chargeable at normal unit rate.

## Companion Support Scheme

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- Units are purchased in advance and depleted as support is provided. We require you to maintain a small balance to ensure swift response.
- Unused units will remain on account, unconditionally, without penalty.
- Statements will be updated and emailed following any account activity.
- In the event your statement of account reaches a zero balance, a "top-up to restore credit" invoice will be raised. Further support is subject to settlement of this invoice.
- If we provide support in excess of your available balance a "top-up due to overspend" invoice will be raised. These invoices are due for settlement on a Nett-7-Day basis.
- Companion Support Scheme accounts can be closed (in writing) at any time without penalty (subject to settlement of all outstanding invoices).

## Guardian & Guardian Plus

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- Units are purchased monthly in advance by Standing Order and appear on your statement on 1<sup>st</sup> of the month (minimum 4 units per month). Unused units will be rolled over without penalty, on an unlimited basis.
- Statements will be updated following any activity and emailed once a month. You may however request an up-to-date statement at any time.
- Payment holidays are discretionary. You will be required to cancel your standing order mandate at our request and this must be reinstated once the payment holiday ends.
- If you exceed your units an "Additional units" invoice will be raised. These invoices are due for settlement on a Nett-7-Day basis.
- Buffering is discretionary and subject to a positive past balance.
- Hardware or software invoices can be redeemed against units if a sufficient balance is available (a 1 unit admin charge will apply per invoice).
- No contract required, however we ask for a minimum of 3 months commitment. Guardian Support & Guardian Support Plus accounts can be closed (in writing) after this time without penalty (subject to settlement of all outstanding invoices).