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Welcome to Com1 Pre-Pay Token support

Com1 Pre-Pay Token Support is a new kind of way of having your PC systems supported. You get peace of mind support with a friendly support line that you can call with any PC related problem, guaranteed on-site response if required, and yet if you don't use the support – you don't pay any more money and you aren't signed in to any contractual terms in the way you would be in a more traditional IT support agreement.

How does it work?

You purchase a pack of pre-pay tokens, that consist of three up-to-ninety-minute, and six five minute tokens. You then effectively use them like you would a voucher in a shop when you call us. The tokens represent engineer's time assisting you, either on the phone, via remote dial in, or onsite as required. Each up-to-ninety-minute token also includes the first thirty minutes of travel time getting to and from your offices. Here are typical scenarios of how you might use them:

- You phone us to say that your internet has gone down, and we spend a couple of minutes trying to establish a connection. We diagnose the router requires restarting and ask you to do this. You advise this has been done and the situation is resolved. We have only spent about five minutes on the phone assisting you, and don't expect you to lose an up-to-ninety-minute token, so you have used one five minute token.
- You phone us to say that you cannot receive email in your mail client. We remotely connect to the system and carry out checks, and speak to your ISP to reset the details. We also find whilst we are connected that your anti-virus software isn't updating correctly and resolve this with your permission. Total time spent – forty minutes. Therefore you have used one up-to-ninety-minute token.
- You phone us to say that your PC isn't booting. We spend about ten minutes going through some checks and diagnose the hard disk has failed. Your office is thirty minutes away from our St Neots base and we require to come out to fix the PC. We are on a guaranteed three day response and visit site next day as we have engineer availability and replace the hard disk, re-load the operating system and recover your data and re-connect the PC to the internet / network as required. Total time spent onsite two hours, plus one hours travel time and ten minutes phone time. You have used one up-to-ninety-minute token, and we invoice you, at a discounted hourly rate (because you have Com1 Pre-Pay token support) for forty minutes onsite plus thirty minutes travel time, and the cost of the replacement hard disk.

Once you have used your tokens, you can top them up as required. If you don't use them for two years – never mind! They don't expire for three years from date of purchase, and at that time we can renew them for another three years for an additional ten percent of the original cost. By



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Do you need to visit site beforehand?

Normally we can expect to provide you Com1 Pre-Pay Token support without an onsite visit – however, as part of the service we offer a £45 +VAT charge, per PC plus travel time, to carry out an initial check of the system and install remote connection software which will prove beneficial for future support of the system.

I have Com1 Pre-Pay Token support, but don't want to use a token for a subsequent job.

Sorry, due to the split-risk and split-commitment nature of the product, we would expect you to use the tokens for any support issue as a first instance. If the work you would like us to undertake is non-support biased (e.g. a new PC install) we would quote that separately, and remember, you always benefit from a lower labour rate whilst you have valid support tokens in your ownership.

I am an account customer. When do I need to pay for Com1 Pre-Pay Token support?

We do not offer credit terms on Com1 Pre-Pay Token support. Com1 Pre-Pay Token support is only active once payment has been received in full, regardless of your account terms.