



BUSINESS USER SUPPORT Support Agreement

Provider details

Start Date:
Service Provider: THE CYBERSHED
Monthly Cost: £20 per laptop, desktop or server per month.

What's included

Prioritised response within 4 hours with full customer ticketing system
Dedicated support email address and out of hours emergency mobile number
Remote Support Service with one site visit per month
General network support for routers, switches and firewalls
Offsite Backup Services
Office 365 Support
Server monitoring and Support
Antivirus and Malware Support
Desktops, laptops, mobile devices, printers and routers
Service offered Monday to Friday (Weekends by arrangement)

What's not included

Replacement of hardware

Terms and Conditions

Payment via BACS on first calendar day of month (**Cybershed Technology Limited, 14142495, 60-83-71**)
Minimum contract period, 3 months from start date, 30 day cancellation notice required
Monthly site visits may only be carried over to next month by prior arrangement

Contact details

Telephone: 01304 448012

Email: support@cybershed.net

Mobile: 07547 606189

CYBERSHED Signature

Customer Signature