

Office 365 Support Services Terms

1. Standard Support Service

The Customer may log support calls via the telephone or by email to support@techquarters.com (or such other email address which TechQuarters may notify to the Customer from time to time). The Support Services include the following: (a) Helpdesk telephone and remote support.

Support Service Level: TechQuarters shall use reasonable endeavours to achieve greater than 90% of service targets below:

<i>Service</i>		<i>Service targets</i>
<i>Helpdesk</i>	Working hours of service	Mon – Fri - 8.00 am to 6.00pm (excluding public bank holidays)
	All calls answered	Within 2 minutes

Charges: Charges per unit will increase annually by 5%.

2. Non-standard Services and Charges

Additional Services may be agreed separately and charged as follows:

- 2.1. Charges will be made at TechQuarters' standard rates for large project work and web development, unless otherwise agreed.
- 2.2. Charges for procurement of hardware and software (see clause 3 of TechQuarters' standard terms) will be separately agreed with the Customer as required.
- 2.3. Other services will incur Charges at preferential rates including Office relocations, Server installations, Networked application, equipment & client/server installations, Cloud computing services, Cloud development projects, and co-ordinated installations or moves of multiple desktops or applications (e.g. Multiple installation of anti-virus software).

3. Third party hardware and software

TechQuarters are not responsible for fixing defects in hardware or software originating from third parties, even if TechQuarters buys them on the Customer's behalf (see also clause 5 of TechQuarters' standard terms). TechQuarters' support Services in relation to such defects are limited to diagnosis, and liaising with the supplier on the Customer's behalf. TechQuarters' Services are not a substitute for a full desktop maintenance agreement or a maintenance agreement with a supplier or distributor of specialist hardware or software. TechQuarters' Services are limited to the support of Office 365 and its constituent products contained within the Customer's subscription and other associated Microsoft software that is used in conjunction with the Customer's Office 365 subscription.

4. Change in users to be supported

If the number of users to be supported changes, the Services and Charges will be adapted accordingly. However, the Customer may not reduce the amount of users to be supported during any period of notice to terminate the Services.

5. Limitation of liability

Without prejudice to the other limitations of liability in the Agreement, TechQuarters' total liability to the Customer arising in relation to the Services and the Agreement in any 12 month period is limited to 25% of the total annual Charges payable.

Please also read TechQuarters' standard terms of service which are hereby incorporated by reference (a copy of which is available on request or as published on TechQuarters' website at www.techquarters.com/terms), which contain further terms applicable to the Services.