



macXperts

An Introduction to our Technical Support Points

macXperts are delighted to introduce you to our Technical Support Points Programme offering flexible telephone, electronic and on-site support

Using Our Points System

In the event of a problem, log a call with our technical help desk. Explain your problem clearly; if unavailable, a Technician will call back. If the problem can be resolved by telephone, email, or eSupport, your call time on line will be logged and billed accordingly. If the problem cannot be resolved by phone, authorisation will then be needed for a follow up on-site visit.

Points usage

- Phone: 1 point per 10 min block or part usage of.
- e-mail: 1 point
- eSupport: 5 points for first half hour, 4 points subsequent half hours.
- On-site: 14 points for first hour, 11 points subsequent hours

A statement and an invoice will be produced automatically showing when and how the points were used. The account is monitored regularly to maintain the minimum requirement of fourteen points.

Technical Support Points Can be purchased in quantities of fourteen upwards

To start this service with **macXperts** complete the supplied points form and return. Once invoiced and payment is received your account is live.

14 - 200	points	@ £10.00 per point
201 - 400	points	@ £9.00 per point
401 - 1000	points	@ £8.00 per point

All Prices Exclude VAT

t: 0871 550 4050
f: 020 8181 7798
e: support@macxperts.com
www.macxperts.com

• For further information please contact: **macXperts**



macXperts

Technical Support Points Order Form

Name	
Company Name	
Address	
Tel:	
Fax:	
E-mail:	

Total amount of points required: (Minimum 14 points)	<input type="text"/>
---	----------------------

To limit the number of users within your Company who can have access to our support, please choose a Password that will be required before any support is given. (Optional)	<input type="text"/>
--	----------------------

Please invoice for the following amount	£ <input type="text"/>
	All Prices Exclude VAT

Authorization for payment on account and subsequent top up payments.	<input type="text"/>
--	----------------------

Your account will be active upon receipt of full payment

<p>If you would like information on macXpert's other service's. Please tick boxes as required below-</p> <ul style="list-style-type: none">• Hardware Maintenance <input type="checkbox"/>• Database Development <input type="checkbox"/>• Network, Communication & Systems Consultancy <input type="checkbox"/>

t: 0871 550 4050
f: 020 8181 7798
e: support@macxperts.com
www.macxperts.com