

## **Huxley Bertram Premium Support Policy**

This document outlines the Huxley Bertram Premium Support policy.

Huxley Bertram offers a Premium Support service. This service enables clients to:

- call a dedicated switchboard any time to log an incident on a machine
- a guaranteed technical call back within 1 hour in the same working day or, if the call is outside of the Huxley Bertram working day, within 1 hour in the next working day
- the first 30 minutes of remote support on any incident to not be chargeable
- a discount on Huxley Bertram Charge Out Rates
- priority in a response over non-Premium Support clients

### Price

The Premium Support fee is subject to a one-off annual fee per machine which is available upon request. Additional machines are subject to an additional charge.

### **PREMIUM SUPPORT**

Clients contact Huxley Bertram on a dedicated Huxley Bertram Premium Support switchboard telephone number (made available with the Premium Support contract) operating 24 hours, 7 days every week. The call is logged immediately and relayed to Huxley Bertram engineers.

### Initial Technical Response

Huxley Bertram provides a guaranteed technical response within the hour of the same working day (or next Huxley Bertram working day, if applicable), whereby a suitable Huxley Bertram engineer will contact the client and provide an initial technical response.

### Remote Support

Where possible and if required remote support will be provided, usually by remote access, telephone or email support. This is endeavoured to be within 8 working hours of the initial technical response.

The first 30 aggregate minutes of remote access, telephone and email support for any incident will not be charged, after which time is chargeable.

### Further Work and Emergency Response

Where possible and if required, further work will be organised and conducted. Further work will be chargeable.

If an emergency response is required, Huxley Bertram will make best endeavours to respond quickly, within 1-2 working days, subject to workload, engineer availability and any material lead-times. Emergency response work will be chargeable.

#### Chargeable Fees

- **Remote Support Fees** - the first 30 aggregate minutes of remote access, telephone and email support for any incident will not be charged, after which time is charged at discounted Huxley Bertram Charge Out Rates.
- **Further Work Fees** - Further work is chargeable at discounted Huxley Bertram Charge Out Rates.

#### Huxley Bertram Charge Out Rates & Emergency Response Rates

Support (beyond 30 minutes), further work and emergency response is charged at discounted Huxley Bertram Charge Out Rates. Discounted Huxley Bertram Charge Out Rates means that labour rates and emergency response labour surcharges are reduced by 5% from the published rate. All other rates such as purchases, expenses and other surcharges are not discounted. A copy of the latest Huxley Bertram Charge Out Rates is available.

#### Warranty Support

Any support provided as part of a warranty will be according to appropriate Huxley Bertram warranty.

#### Priority and Best Endeavours

If applicable, Premium Support clients will receive priority over non-Premium Support clients. Support will be subject to best endeavours.

#### Huxley Bertram Working Day

Huxley Bertram Working Days are 0900-1700 (GMT/BST, London) and exclude Saturdays, Sundays UK Bank Holidays and Huxley Bertram Shutdown over Christmas and New Year.

#### Invoicing and Payment

The Premium Support charge will be invoiced in full on receipt of client purchase order and will be due for payment 30 days from invoice date.

### **STANDARD SUPPORT**

Alternatively, Standard Support is provided on all machines. Clients contact Huxley Bertram on the main telephone number (01223 203160) or by main email ([info@huxleybertram.com](mailto:info@huxleybertram.com)) and Huxley Bertram endeavours to respond as soon as possible. During a (UK) working day this may be promptly, however there may be reasons which cause delay in this initial response.

In the first instance, the Client speaks with a suitable engineer in order for Huxley Bertram to understand the issue. Then, by either phone, email, skype, remote access or other means, an engineer endeavours to understand the problem and agree a plan of action with the Client.

Any subsequent work done as part of this Standard Support service is under warranty, if applicable, or in accordance with Huxley Bertram Engineering Charge Out Rates or other contractual terms.

There may be reasons which cause delays in the initial response, such as: the original Client contact is outside of UK working hours; or, if an employee is contacted directly, the employee is on holiday or absent from work; or if a client with a Premium Support contract is already being tended to.

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