

ON-SITE SUPPORT CONTRACT

CONTRACT #:

CONTRACT PERIOD:

USER(s):

COMPANY / ORGANISATION:

LOCATION(s)

NOTIFICATION

We ask that you make requests for on-site support:

by telephone on: 020 8582 0450 or 01983 617 097

by email at: support@blazie.co.uk

RESPONSE TIME: An on-site support visit will take place within ? *business days* of notification

DURATION: The maximum duration of a single on-site support visit will be ? *business day*

LIMITATION ON NUMBER OF VISITS: The maximum number of on site supports visits allowed under the terms of this contract is ?

SERVICE SUMMARY

Upon request Blazie will arrange for a member of our technical team to make an on site visit to assist you in any way we can. Please note that we cannot guarantee problem resolution under the terms of this contract.

TERMS & CONDITIONS

- We define a *business day* as any Monday to Friday between January 2nd and December 21st inclusive. Bank holidays excluded.
- We reserve the right to alter the terms, conditions and cost of this contract at the end of the term