



**Micro Maintenance**  
PC & NETWORK SUPPORT FOR BUSINESSES

**Support Contracts:**

Please see below details of our IT Support and Maintenance Contract service which I thought may be of interest to you.

A support contract is the most economical way to manage your IT budget.

For a fixed monthly cost, all hardware parts & labour and software support is covered, no matter how much support you require. We take responsibility for all your IT equipment, and offer additional benefits including:

- Unlimited telephone support
- Unlimited remote support via our website
- Hardware and software cover included
- All labour costs included
- All replacement parts included
- Annual health check visits
- Priority service – guaranteed 8 hour response
- Loan equipment
- Fixed monthly cost - cancel anytime
- Local company – no call centres



**How it works:**

We perform a free on-site survey and then provide you with a quotation based on the age and complexity of your IT equipment.

Should you accept our quotation and wish to proceed, you will be invoiced each month and payment will be due at the beginning of the month.

Then, whenever you need some assistance just give us a call. Where possible, we'll help you over the phone or by using our remote support system. For more complex issues we'll immediately arrange a call-out visit. Unlike national help desk companies, we won't expect you to stay on the phone for hours while you are talked through endless fault-finding procedures, we'll come straight to your office, saving you time and hassle.

If at any time you wish to cancel, just let us know and we'll stop invoicing you. We promise no hard sell and we won't give you a hard time if you wish to cancel.

**A little about us:**

Micro Maintenance has been trading for 15 years. We provide computer and network support services to businesses across the southeast and London. We take pride in working to the highest possible standards and in 2011 we were vetted by Surrey Trading Standards and approved to join their Buy With Confidence scheme. We have also been local authority approved suppliers since 2001.

