

Customer Support Packages

Here to help

Package Details

After an initial 3-month free warranty period, we offer customers an annual support contract on services and the equipment we have installed.

Customers who decide not to take out a support contract will pay a labour cost of £60.00 per hour for the time to diagnose and fix issues, whether remote or on-site, during working hours of 9am-5pm or £80 outside normal working hours, together with a £20 travel charge for on-site work. Any replacement equipment will be charged at standard prices, unless covered by the manufacturer's guarantee (where applicable).

Bronze

Cost £80.00 per annum.

For services and equipment this includes telephone, and email support – advice in respect of the operation and use of the Service – assistance to resolve any issue or problem with relation to the Service – check for any reported outages that could be affecting the Service – verify that all equipment is properly installed and maintained.

All Packages cover the use of our PiNGIT-WiFi software to:

- Automatically switch frequencies to obtain optimum internet speeds
- Monitor customer equipment to identify possible error conditions
- Notify clients of possible error causes
- Remotely correct error conditions where possible
- Remotely set up of configuration options such as disabling WiFi during specified times

On-site support and replacement equipment will be charged at standard rates, but with no initial travel charge.

Silver

Cost £15.00 per month plus £5.00 per device.

Covers everything at Bronze level but also includes:

- Free on-site support during working hours
- Replacement equipment is charged at 10% discount on normal costs

Out-of-hours support will be charged at £30 per hour.

Gold

Cost £30.00 per month plus £5.00 per device.

Covers everything at Silver level with the addition of unlimited out-of-hours support and a guaranteed fix time of two working days. If not fixed within the two days, you get a service credit of five pounds for each day that the device is out of action, up to a maximum of the annual service cost.

Support Schedule

Once a support call or email is received, we will provide initial advice, then if required, raise an incident report (ticket) to either fix the problem remotely, arrange an on-site visit (quoting possible costs if applicable), or escalate the issue to one of our service providers.

On receipt of each new incident report, we will allocate a unique "Ticket Reference Number". At the time of making the incident report, we will agree the priority level of the Incident in accordance with the table below and based on the impact on the customer. If we are unable to agree the priority level of the Incident, PiNGIT's determination shall be final. Once opened, a case will remain open until the Incident has been resolved.

Incident Case Prioritisation:

All customers reporting incidents shall be assigned a priority level.

Priority Classification

Severity	Examples	Priority Classification	Hours of Service
Complete or partial failure of critical service(s): Total loss of connectivity	<ul style="list-style-type: none"> • Network / Power Outage • Server failures or failed pings • Emergency maintenance • Prolonged network degradation including latency, packet loss, or off-network failures • Access problems with application, data, or other systems due to password or profile problems • Service failures including failures that prevent normal browsing of the web • Access protocols down (SMTP, FTP) • Reboots of hardware • The restoration or replacement of critical data from a backup system • Total loss of internet connectivity 	1 - Urgent	24 hours per day 7 days per week
Degraded service. Complete or partial failure of non- critical services or applications with minimal customer impact	<ul style="list-style-type: none"> • Small number Circuit drops recorded in log • Intermittent Latency / Packet loss • Loss of connectivity to 3rd party ISPs • Slow mail delivery • Slow serving of web pages 	2 - Medium	09.00-17.00 Hrs UK time Monday - Friday Excluding UK public holidays
Identified issues with NO impact on End User services	<ul style="list-style-type: none"> • Contact changes • Standard change requests • Other unsupported Customer requests 	3 - Low	09.00-17.00 Hrs UK time Monday - Friday Excluding UK public holidays

Incident/Faults – Progress Updates:

PiNGIT WiFi shall provide the customer with regular progress updates for all Incidents and shall provide progress reports for calls of Priority 1 Incidents no less frequently than once every two (2) hours and those of Priority 2 Incidents no less frequently once per day, or as otherwise agreed. This progress update target is provided on a reasonable endeavours basis. In the unlikely event of a major service outage (as determined by PiNGIT), the notification interval may be extended by PiNGIT, at its discretion.

Incident/Faults – Resolution

An Incident is resolved when the Service is no longer affected, and this may be by means of a temporary work-around until a permanent network solution is available.

Maintenance General

PiNGIT WiFi may upon five (5) working days' notice or, in an emergency, as much notice as is reasonably practical under the circumstances, perform scheduled or emergency maintenance (including temporary suspension of Service) to maintain or modify the Network, Network Terminating Equipment or the Services and/or to prevent or resolve Incidents. Service suspensions for the purposes of scheduled or Emergency Network modification, or preventative maintenance, will not be counted as outage time for purposes of any Service Level.

Maintenance Window

The Maintenance Window is on Monday to Friday (inclusive) each week. Where maintenance will result in degradation of Service, PiNGIT shall use reasonable endeavours to conduct such maintenance between 20:00-08:00 Hours (UK time). Where maintenance will cause an interruption to services, PiNGIT shall use reasonable endeavours to conduct such maintenance between 19:00-06:00 Hours (UK time).

Scheduled Maintenance

It may be necessary from time to time to schedule downtime for software updates or network enhancements. PiNGIT will use reasonable endeavours to give the customer a minimum of five (5) Working Days advance notice of such events, and to schedule such events to cause minimum impact to the customer. For the avoidance of doubt, the customer acknowledges and agrees that it may not be practical to give such notice where downtime is necessary to deal with Incidents occurring in connection with the Service.

Emergency Maintenance

It may be necessary from time to time to carry out emergency maintenance to the network in order to maintain appropriate levels of service quality, to resolve Incidents, or where there is a risk to the operation of the Service. For such events, the customer acknowledges and agrees that it may not be practical to provide the customer with advanced notification.