

Terms and Conditions

ITBug is a trading name of XS-PRO Limited

Data Protection / Privacy Policy

In accordance with the 1998 UK Data Protection Act. XS-PRO agrees to adhere to the following regulations:-

1. Your confidential information is only used for the purposes of viewing support requests, responding to support requests, diagnosing support issues, resolving support issues and billing.
2. Your confidential information is never disclosed to third parties without your prior consent, unless there is legislation or other overriding legitimate reason to share the information (for example, the prevention or detection of crime)
3. Your confidential information will be kept for the duration of your account membership with XS-PRO. After termination it will be deleted and considered expired
4. XS-PRO promises to have adequate security measures in place. These include technical measures such as, firewalls, antivirus, and organisational measures, such as staff training.
5. Credit card information is not kept on record for the duration of your membership.

About our Service Level Agreement

This document provides a Service Level Agreement (SLA) from the ITBug.co.uk area of XS-PRO Limited.

The SLA period is from the time a support issue is logged up until the support ticket is closed.

This SLA limits support to those items for which XS-PRO has qualified personnel or facilities to provide a necessary level of adequate support.

Definitions

All definitions are provided in the context and for the purpose of this Service Level Agreement.

DESKTOP

A grouping of hardware and software for the purpose of serving a single user provisioned under this SLA.

A typical desktop consists of a CPU, Monitor, Cables, Keyboard, Mouse, Standard Accessories (printer, scanner, hand-held devices etc) and all supported software.

SERVER

A grouping of hardware and software for the purpose of serving multiple users and/or applications provisioned under this SLA. A typical server consists of a CPU, Monitor, Cables, Keyboard, Mouse, UPS and all supported software.

SUPPORTED SOFTWARE FOR A DESKTOP

Software relating to or in support of the operating system of the desktop and the standard Internet workstation applications (MS Office Suite, Netscape/Internet Explorer, GroupWise, Outlook, Outlook Express, Virus Protection, Host Explorer etc). Additional software that is loaded onto the desktop is supported on a case-by-case basis.

Currently supported operating systems are All Microsoft Windows versions and Linux.

SUPPORTED SOFTWARE FOR A SERVER

Software relating to or in support of the operating system of the server, including virus protection and backup services. Additional software that is loaded onto the server is supported on a case-by-case basis. Currently supported operating systems are all Microsoft Windows Servers, Linux and Solaris.

BILLING AND CHARGES

Support work is charged in terms of credit. If your job requires more credit than currently available on your account, you will be notified via the support portal.

Work will not commence until XS-PRO has received your written approval (via the support portal) and further credits have been purchased. The credit rate is subject to change, however, the client will be informed of any price changes before work commences.

Requesting for a quote will not incur any credit usage. The latest price per credit will be visible on the ITbug.co.uk website at all times. Credit usage is subtracted in quarterly blocks (i.e 15mins). Each credit is deemed as 60 minutes of work. Some specialist server services will require a higher credit rate usage. If this is the case for your particular support incident, you will be notified beforehand.

Credit usage is incurred for the total amount time the engineer takes to resolve the support issue.

For onsite support, travelling time is considered part of engineer time as well as the total time spent onsite.

All prices exclude VAT

WORKING HOURS AND RESPONSE TIMES

Support is currently available between 9.00am and 5.30pm: Monday to Friday.

Work can be performed outside these hours if agreed by prior arrangement; however, there may be a higher credit usage charge involved. We endeavour to respond to all support requests within 1 to 4 working hours.

This is a guideline and not a guarantee. All support requests are dealt with on a 'first come – first serve' basis.

Support work may be scheduled for a mutually convenient time to aid the efficiency of the support resolution lifecycle. Actual support issue resolution time is not the same as response time. Response time is known as the amount of time it takes for an engineer to be notified about your support incident and start the support process.

Client responsibilities

The client looking to receive instant support from our support department must:-

CREATE AN ACCOUNT ON THE PAY AS YOU GO WEBSITE with primary contact details

LOG SUPPORT REQUESTS ONLINE Support requests must be logged online via the support portal

PC/SERVER AVAILABILITY For remote dial-in support the client must ensure that they download the remote control listening software (URL will be provided at time of support) and make sure their PC is connected to the internet.

Refund Policy

Clients are entitled to a full refund if the engineer does not respond in the agreed time, or the job is not completed within the agreed amount of credits. (Client must provide consent to engineer's quote prior to this).

Clients will not be entitled to a refund, if the job, support issue, or project is unsuccessful or incomplete because the client refused the engineers recommendation, or if the client cancels the job without sufficient prior notice.

IMPORTANT INFORMATION

Please contact IT bug for further information on the above services or write to support@itbug.co.uk.