

## **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.
- Receive 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.
- Receive the first 30 minutes of remote support on any incident at no extra charge.
- Benefit from a 10% discount on Huxley Bertram Charge Out Rates for pre-purchased labour support, with the setup/renewal of the Premium Support Contract.
- Benefit from a 5% discount on Huxley Bertram Charge Out Rates for further labour support work.
- Receive a priority in 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 or deductible from pre-purchased Support Work.

### **Further Work and Emergency Response**

Where possible and if required, further work will be organised and conducted. Further work will be chargeable or deductible from pre-purchased Support Work.

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. Timing is usually longer for clients based outside of the UK. Emergency response work will be chargeable or deductible from pre-purchased Support Work.

### **Pre-Purchased Support Work**

When setting up or renewing a Huxley Bertram Premium Support contract, it is possible to pre-purchase support work to cover: labour, materials and expenses. Any pre-purchased labour support work purchased will benefit from a 10% discount from Huxley Bertram Charge Out Rates. This does not apply to material purchases or expenses.

### **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 Support Work Fees** - Further support work is chargeable at a 5% discount against 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**

Usually 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. If the terms are different to this, then this will be explained in the Huxley Bertram Premium Support offer letter.

### **STANDARD SUPPORT**

Alternatively, Standard Support is provided on all machines. Clients contact Huxley Bertram on the main telephone number (01223 203 160) 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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