



Plans of Maintenance

Flat rate

This is the most appropriate computer maintenance plan for companies that want to have all technical assistance included always with the same quota, without needing to worry about the number of notices issued.

This computer maintenance plan is valid for any number of **computers, company size and number of locations**. Depending on the size of the infrastructure, the fee will be higher or lower. Of course, this fee will not change any month, regardless of the assistance made as part of the computer maintenance service.

The characteristics of maintenance plan FLAT RATE are:

- **Absolute preference** over other customers without any maintenance contract and a maximum period of 4 hours for the assistance of our technicians, both in remote support and at home. This is very important, since we go to the notices with the urgency requested by the client, and always fulfilling the term of commitment.
- **Remote assistance**, Unlimited remote assistance included in the monthly fee.
- **In situ assistance**, Unlimited technical assistance at home, all included in the monthly fee except special services and facilities. And with the preference and the commitment of term of attendance.
- **Telephone support**, All telephone inquiries on the part of the users, in our hours of attention from 9:00 am to 2:30 p.m. and from 4:00 p.m. to 6:30 p.m. If technicians are not available, we will make a note for a technician to call the customer as soon as possible.
- The **movements** of technicians and the collection and delivery of computer equipment are all free for maintenance.



Bonus of hours

Number of hours for remote and in situ assistance.

Without equipment limit.

Price depending on the number of hours chosen. The higher the volume, the lower the price / hour. Bonds in groups of 10 hours.

Minimum, 10-hour bonus, price 445 € + VAT.

Timely Assistance

Call without obligation for any computer problem. Without having to sign a contract.

Price per hour 50€ + VAT.

Displacement 15€ + VAT.