

No. 1 Support Specification

GENERAL INFORMATION	
Customer Name	E-Mail
Address	Telephone
Account Code	Authorised Contacts
MAINTENANCE SERVICES	
EQUIPMENT	
1.1	Set out below are the items of Hardware their respective Locations and duration of support [for both Equipment (as defined) and other equipment to be supported]: LIST EQUIPMENT
2.	Commencement
2.1	The Services in respect of the Equipment set out above shall first commence on [ensure date is inserted]
3	Response Times
3.1	2fourseven shall on receiving the Customers request for Services to the reported failure by either at the Location or remotely In any event 2fourseven shall not be required to provide the Services in the event of more than three (3) reported faults concerning the same problem or five days being notified to 2fourseven within five days.
4.	Consumables
4.1	Consumables supplied by 2fourseven shall be invoiced in accordance with 2fourseven's then prevailing list prices.
5	Maintenance Charge
5.1	2fourseven will provide the Services set out above for the Maintenance Charge of £[] set out opposite the item at paragraph 1 above.[month/ quarter/ annum etc] and shall be invoiced therefore in advance.
6.	Expenses
6.1	The Client shall pay all of the following expenses incurred by 2fourseven in the course of supplying the Services.

This Maintenance Specification incorporates and shall be subject to the terms & conditions set forth in 2fourseven's then current Support & Maintenance Conditions.

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Date **Authorised Customer Signature** **Print Name**

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Date **Authorised 2fourseven Signature** **Print Name**