

## Support Packages

Assisting and helping our clients has been essential to our growth. Our support and training services offer the highest level of client service. Combined with the extensive knowledge of our diversely skilled team, this enables us to give our clients ongoing support. We are able as a company, to complement the innovative nature of our products with the highest levels of service and support. By offering our clients different levels of support we can appeal to a number of different sized organisations. From large to small we ensure that client experience is consistent with our service promise. Having a support package can offer a number of benefits including:

- Annual prioritised support dedicated to solving your technical problems.
- Fast response times (dependent on level of service).
- Flexible support options with 'pay as you go' for low volume users.
- Dedicated, helpful staff that will listen and ultimately solve your issue.

Our extensive and comprehensive manuals are available online free for all of our clients, but because we will never underestimate the importance of the human touch we offer a number of flexible support packages for our clients. The packages are on a pre-paid annual basis, where clients are able to purchase units to cover support incidents. Additionally, as required, clients may also buy additional credits to add to their support contract. In this way, clients just pay for what they use and any unused units can be carried over to a second year if the contract is renewed.

Alternatively, if preferred clients can opt out of our support contracts and adhere to a 'pay as you go' style buying units as they use the service, however priority will always be given to support contract clients.

For the avoidance of doubt, if additional work is required beyond the normal scope of support, this is either charged at the appropriate number of support incidents or as a separate fee on client request.

The support incidents are graded:

- **Severity One (Urgent)**
- **Severity Two (High)**
- **Severity Three (Normal)**

### Support hours

During normal business hours 9am to 5.30 pm GMT (Monday to Friday, except national holidays.)

During after hours we will use commercially reasonable efforts to respond, by telephone, within one hour to service calls which you specify to be Severity I (Urgent) problems.

In addition to supporting the user of our products we also manage and support the Internet services provided with your solution.

### What next

For more information on how Phew can help your organization or clients communicate more effectively using the internet, please contact our sales department on +44 (0)845 1259070 or email us at [sales@phewdesign.com](mailto:sales@phewdesign.com).