



Technical Support Agreement

Outlined below is our token-based Technical Support Agreement, which is available as a pay-as-you-go support contract purchased in prepaid blocks of time at substantially reduced rates. Each prepaid hour equates to four tokens. Each token equates to up to fifteen minutes support time.

Prepaid Hours	Rate / Hour	Charge	Tokens
12.5	£60.00	£750.00	50
25	£52.50	£1,312.50	100
50	£45.00	£2,250.00	200
100	£40.00	£4,000.00	400

- Telephone and email support is charged back in 15 minute increments (minimum one token).
- On-site service will be charged back in hourly increments (minimum of eight tokens). Travelling time and expenses may be included at the discretion of Blue Gull Solutions.
- Work performed after normal business hours (Mon-Fri 9:00am - 5:30pm) incurs a 30 minute per hour addition premium.
- Telephone and/or email response time is guaranteed within one business day for high priority incidents. Should we fail to respond within that period then no tokens will be charged for that support incident up to a maximum of two free hours. For standard website updates, low level incidents & consultations, there is no guaranteed response time.
- Extra tokens may be purchased as and when required.
- Any costs incurred for hardware (including repair) or software will be met by the token holders. We will only install licensed software.
- There is no time limit (i.e. no recurring charge). Tokens are used until exhausted and then more can be purchased.

Token Balance and Report Logs

Token holders will be assigned a 6 digit PIN number. This can be used on our website to access your token usage history & balance and see report logs detailing the incidents and the actions taken. Login at <http://www.bluegull.co.uk>

Incident Reporting

Telephone: 01273 565521 or 07711 247166
Email: jon@bluegull.co.uk

Invoicing, Payment & Terms

All quoted prices above exclude VAT. We will invoice you upon completion of the application form overleaf or after verbal or email request for renewal or more tokens. Another invoice will be automatically generated when the token balance reaches single figures. No support can be given if the token balance is (or will become) negative or if there is an unpaid invoice. Cancellation must be made either in writing or email before the balance reaches single figures and another invoice is generated. No refunds will be made for any unused tokens at time of cancellation.



B L U E G U L L
S O L U T I O N S

Support Application

Client Name	
Tel	
Email	
Tokens Required	
PIN	
Valid from	
Signed (Client)	
Signed (Blue Gull Solutions)	