



Fix IT

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www.fix-it-devon.co.uk

Date:

1 Year TRAS service from date of this document

This service requires:-

- An active broadband connection.
- A properly configured PC / Laptop at your location.
- A properly configured router or LAN for multiple PC's

This service is designed to provide first line support for you and your PC or Laptop, it will enable you to get a support technician to assist you in resolving problems on your PC. The type of problems solved include:-

- E Mail Problems
- Internet Problems
- Router Port Forwarding
- Router Wireless Assistance (Your PC must be Hard Wired)
- Microsoft Office
- General Help With Formatting and Formulas
- Most Common Software Issues
- Print Software Problems
- Some virus Infection
- System Problems

If you lose your internet connection we will assist you over the telephone and give you instructions to try to rectify your fault. If however an on-site engineer is required to attend an additional charge will apply at a discounted labour rate, and any call out charges outside the local area will also apply.

At times due to annual holiday or unexpected illness there may be a slight delay in your request for support, this will obviously be prioritised on our return. Please sign and return this agreement along with your payment.

Name _____
Address _____

Print Name _____
Sign Name _____

Date : _____

E-Mail _____

Tel. No. _____