

eASI-Pay

No Contract, No Hassle Support



Sign up for **eASI-Pay Support** and use us when you need to and top up when you want...

eASI-Pay support has an **introductory setup cost of £100 excluding VAT** and this gives you:

Support level	1st / 2nd	3rd / 4th
Opened Calls	6 – 8 *	4

- No premium phone call charges for Support
- No onsite visit charges within 15 miles
- No Contract
- A Call back within 1 hour or you get credited 1 call or an hour for free

There after **eASI-Pay** top ups can be bought (**All Prices exclude VAT**):

Support level	1st / 2nd	3rd / 4th
Per Hour	£20	£30

The hour is split into 10 minute blocks so if one call takes 20 minutes to complete you still have 40 minutes of support left. (30 minute blocks when onsite)

Call Blocks can also be purchase ([email](#) us for costs)
For Example:

Support level	1st / 2nd	3rd / 4th
Call Blocks	6 – 8*	4

* Depends on the level of the support call, if more then 3 of the IT support requests are 1st level calls you will be allocated 8 calls

What do you get?



You get access to a **Microsoft Certified Professional** who in turn has access to all our **ETJ engineers**

You **just call us when you need us** and we will make every effort to **resolve the call** on the phone and as quickly as possible

We will track your calls for you and **give you access to your eASI-Pay** information. We will agree on the call type (1st / 2nd) or (3rd / 4th) with you

We will visit you on-site if required and it's free if you are within a 15 mile radius of where we are based near Oxford

What are the benefits?

You are a small business and you can not really justify the cost of having a permanent IT technician

You get trained and qualified professionals with real world experience and therefore proven problem solving skills

Honest appraisal of the call types and fast resolutions to support request.

You will **only be charged a maximum of £20** (excluding vat) for any **2nd level support call. As this level of call should be fixed within the hour** **

If our team cannot resolve the support request for you and you find a resolution elsewhere **we will refund all of your money back** including your introductory setup costs

We work to **exceed customer expectations**

** 2nd level support call as agreed by you the customer and the ETJ Support Services Team