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On Demand Consultancy
(data/voice/video networks)
For Non Managed Service Customers

Keyfort is keen to provide assistance, on demand, to support networks and primary servers that fall within Keyfort's field of knowledge.

To execute the work effectively it is essential that it is properly scoped with the appropriate objectives agreed and the costs agreed prior to commencing the work.

- Keyfort will charge for engineering time and expenses if travel is required.
- The customer will remain responsible for the hardware, firmware, software, circuits and any costs arising will be in addition to that above.
- The customer may be required to approve remote access to equipment in the course of the Keyfort engineer executing the work.
- On completion of work the remote link "will be torn down" for security purposes.
- The Keyfort engineer will advise on backups and monitoring where appropriate.
- It is the customer's responsibility to ensure that they maintain their backup and configuration data.
- Keyfort will not store backup or configuration data unless an explicit agreement to do so is in place.
- All Keyfort work is subject to the customer meeting the charges in the agreed manner.

On receipt of a support request the Keyfort Engineer will pass the caller to a manager to agree the scope and charges for the work. Once agreement is in place the Keyfort Engineer will liaise with the customer accordingly.

It should be noted that whilst all reasonable effort will be made by Keyfort to put the appropriate engineering resource on the task in a timely manner it will be subject to availability. Managed Service customers receive precedence.

Schedule of charges.

£95 for up to one hour.
£350 for up to a half a day.
£695 for a day.

Site visits are on a time and travel expenses basis and are scheduled subject to mutual agreement.