

# Bronze Support Plan

Computer Maintenance & Support



Designed for those customers with unpredictable IT requirements, or as a starting place on the path to a more comprehensive Support Plan.

The Bronze Support Plan provides many of the savings of the Gold and Silver plans, for very little cost.

Customers on Bronze Business Support Plans are billed in advance for blocks of support time. When you have used up these hours, we will invoice you for the next block of hours, and provide you with a work status report showing all work performed to date.



**A 15%-30% saving on all service fees**

**Access to helpdesk support online 24/7**

**Provided with a full network analysis report & documentation**

## Summary Terms & Conditions

In order for you to qualify for a Bronze support plan, Eserve.IT will need to perform an audit of your network, documenting its configuration into our database. Once the audit has been performed, we will analyse the services and recommend adjustments to your network.

## Services

Bronze Support  
Silver Support  
Gold Support  
Pricing Plans

Anti-virus Protection  
Remote Back-ups  
Web Hosting  
Wifi / Wireless Networks  
VOIP  
Hardware Sales

