



On the Crest of Technology

T: 01904 557140

F: 01904 690732

E: info@clearwaveit.co.uk

Clear Wave I.T Professional Services

Bronze Technical Support

Focused, responsive support

- Remote Support
- Response times as short as four business hours**
- Access to a team of technical support engineers
- Dedicated Telephone based support

Bronze Support* is a focused and responsive technical support solution offered to all business that require remote technical support on their computers.

This program offers remote support charged by the minute with the aim of solving individual issues quickly and efficiently.

Our technical support staff respond to your technical issues quickly and efficiently, using expert knowledge built up over many years of practical experience or consulting with the 3rd party engineers.

As a Bronze Support customer, you will receive the following services:

Access to the support you need

- Reliable technical support
- Support incidents can be submitted by e-mail or telephone
- Final summary report

Quick, dependable response time

Bronze Support provides timely response to issues submitted by e-mail or phone during operational hours, Monday to Friday, 9:00 am to 5:30 pm GMT

Response time targets are as follows:

- **Priority 1:** Server down or connectivity issues
Response time: Four business hours*
- **Priority 2:** Performance problem with non-critical software or hardware
Response time: One business day**
- **Priority 3:** All other questions
Response time: Two business days**

* Bronze Support is based on 2 hours purchased in advance and charged by the minute

** Response time targets are based on normal hours of operation. Clear Wave I.T. does not commit to specific response times for issue resolution.