

Technical Support Services

Order Schedule Part One



Client Name: _____	Start Date: _____
Account Number: _____	Term of Cover: _____
Contact Name: _____	Service Fee: _____
Address: _____	Globe Contact: _____

_____	Globe Microsystems Limited
_____	Unit D7, Sandown Industrial Park
_____	Esher, Surrey, KT10 8BL
Telephone: _____	E: technical@globemicro.com
Facsimile: _____	T: 01372 471000
Email: _____	F: 01372 471200

Location: Address of Site(s) covered with support _____

A General list of Site Equipment to which the Technical Services will apply is specified in Part 2 overleaf. Hardware failures are not covered by this agreement.

Technical Support Services Which Apply

Technical Response Support	Specify Time Allocated in days/ hours or unlimited
Email Response Support	_____
Free Telephone Support (9.30 - 5.30)	_____
Remote Access Support	_____
Service Visits*	
On Site Response Visits	_____
On-Site Check Up Visits in Period	_____
Remote Services	Specify Level of Remote Service in period
Remote Health Checks	_____
Remote Monitoring	_____
Documentation Verification*	Specify Number of Audits in period
Documentation Audit Frequency	_____
Licensing and Warranty Advice*	Specify Time Allocated in days/ hours or unlimited
Advice on Licensing and Warranty	_____

* Clients may at their discretion with one months notice to Globe Micro utilise their total allocation to on-site days for any of the three elements of the service marked with an asterisk

Technical Data and Communication Services Which Apply

Mybak on-line back up services	Specify Chosen Storage Capacity and Plan
Off Site On Line Data Storage Service	_____
Low Cost Routing	Specify Selected Plan (additional call costs apply)
Low Cost Routing Service	_____

Technical Support Services

Order Schedule Part Two



if additional sheets are used tick here and annexe to contract

System Equipment for Which Technical Technical Support Services Will Apply

Servers and Platforms	List Server information for which Technical Support Services Apply	Quantity
Computers	List Computers for which Technical Support Services Apply	Quantity
Software	List Software for which Technical Support Services Apply	Quantity
Other Hardware/ Software	List Other Items for which Technical Support Services Apply	Quantity

New Equipment During Term Policy

New equipment purchased during the period from Globe Microsystems Limited with Globe Care will be added to and covered by this agreement

Client Back Up Policy [confirmation](#)

The client confirms they have received and agree to follow the Globe Microsystems Client Back up policy during the period of cover.

