



Apricot
Virtual
Support

AVS CONTRACT

Ultimate Protection

from £20 per month, per Mac*

* Price based on the AVS Contract monthly plan,
servicing a network of 6+ Macs

t +44 (0)20 3096 6977
www.apricotvs.com
support@apricotvs.com

AVS CONTRACT - Ultimate Protection

AVS Contract virtual support service is like having your own in-house IT support technicians without the overheads. Available anytime for any issue. Responding virtually to solve problems immediately or on-site to relieve the stress.

One crash on one Mac could prove costly across your whole business - your accounts, your images, your designs, your back-up - how much are they worth to you?

Protect yourself with AVS Contract - flexible, friendly and cost-effective support for Macs.

AVS Cover Level	AVS Contract	AD-HOC
Calls permitted during membership period	Unlimited calls during your membership period, 360 days a year	X
Onsite response time	8-24 hrs	24-48hrs
Free audit/health check on signing		X
Virtual Support - allowing the technicians to control your machine via broadband resolving the issue quicker		X
Immediate response within 60 mins max		X
Calls answered live by technicians no automated answering		X
Basic provisions Out of hours assistance POA	Mon - Fri: 8am - 8pm Sat: 10am - 4pm	Mon - Fri: 9am - 6pm
Onsite rates	£65 ph	£85 ph
Hardware/software consultation (call us before you buy)		
Data recovery Data recovery only prices POA		
Regular server health checks		X
Contract/pay as you go	Contract	Pay as you go
Price for level of cover	Monthly Rates No. of Macs 1 2-5 6+ Monthly price £30 £25 £20 Onsite support £65 per hour	Onsite support £85 per hour

* All prices are subject to VAT