

TWS - Information Technology Solutions

Premier Account Customer Information

Premier Account Benefits

The main benefits of being a Premier Account Customer are shown opposite.

Note: The list is not exhaustive and is subject to change

Remote Assistance

Premier Customers benefit from brief training and diagnostic Remote Assistance sessions without additional charges and without having to "Pre Pay"

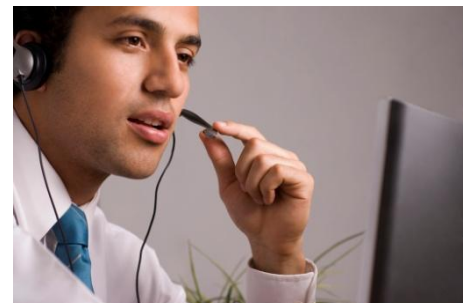
- **Priority response to requests for assistance.**
- **Reduced hourly rate for Remote Support**
- **Reduced hourly rate for On-Site Support**
- **Further reductions on support charges may apply with agreement of customer and TWS**
- **Services provided by 3rd parties charged at a maximum of cost plus 10%**
- **Reduction on any standard pricing for hardware purchases.**
- **All services including domain renewals and hosting plus email services will be invoiced either in arrears or with prior agreement in advance to take advantage of reductions.**
- **No additional charges for short duration Remote Assistance sessions**
- **Free phone or email consultancy**

Join the customers who have taken the decision to ensure the minimum of delay in receiving support.

TWS Engineers are available to provide Remote Assistance at times to suit the customer including evenings and at weekends.

Using the Remote Assistance facility allows a TWS engineer to diagnose and re configure your systems without the need for on-site visits.

Contact TWS for current pricing of the Premier Account Customer package.



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