

A V SERVICE Ltd

Specialists in Education

Business & Technology Centre
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Our Ref: ITSS/07
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Subject: IT Support Service

Dear Headteacher / IT Coordinator

We have been providing an IT Support Service for Salford Schools, for the last 3 years.

The service provides a technician dedicated to those schools involved in the scheme and buying the technician's time on a regular basis, ran as other AV services, **on a non-profit basis.**

The length of time required is a matter for individual schools to decide, an example is set out below.

His responsibilities would be to install software, update, and sort out other problems that may occur - such as certain network and internet connectivity problems and general "housekeeping tasks". Generally keeping the IT Suite and Classroom Pc's "healthy", virus and spy-ware free, so saving valuable teaching time, with the minimum downtime.

Places are limited and allocated on a 1st come 1st served basis. If interested, a prompt response from you would be greatly appreciated, so that we can formalise an agreement. Please tick box preferred, and we will discuss the option.

The annual charges and options are as follows -

Option 1

Payment of £

An unlimited number of callouts for PC crashes and failure of related computer equipment, and user related problems. Installing and commissioning new computer equipment, excluding new software install and update.

Option 2

Payment of £

(a) **Regular monthly visit of ½ day.** Check the system. Keep it healthy, virus and spyware free. Update and install new software. Installing and commissioning new computer equipment. User related problems.

(b) **An unlimited number of emergency callouts.** For PC Crashes, failure of related computer equipment. Excluding new software install and update.

Option 3

Payment of £

(a) **Regular fortnightly visits of ½ day.** As option 2, where more time is needed to keep the system healthy, more time required installing new software.

(b) **An unlimited number of emergency callouts.** For PC Crashes, failure of related computer equipment. Excluding new software install and updates.

Option 4

Payment of £

Regular weekly visits of ½ day. As option 2.

No callouts

★ *Machines that may have to be taken to the workshop for service or repair are **FREE of charge** for all 4 options, and does not infringe on the allocated time.*

School:			
Name	Signature	Designation	Date

If you require further information, please do not hesitate to phone me, at 0161 787 3086

Yours Sincerely,
Ken
Contracts Manager

PLEASE POST BACK, NOT FAX BACK

