

# Apex Computing Services – 24/7 Out of Hours Support

## Available with Gold and Platinum Support Packages



### What is Out of Hours Support?

Out of Hours Support is an emergency telephone support service, available **outside our core business hours of Monday–Friday, 9:00am–5:00pm** and on UK public holidays.

It is primarily a remote support service. If an onsite visit is required, this will be arranged for the next working day.

It is designed to help your organisation stay operational when a **business-critical issue** occurs outside normal hours – for example, a major system outage or incident that prevents your team from working. This service is **not intended for routine day-to-day end-user requests**, such as password resets or minor issues that can wait until the next business day.

### How to Access the Service

If you need help outside of core hours:

1. **Do not email the Service Desk** – inboxes are not monitored out of hours.
2. **Call: 0161 233 0099**
3. Listen to the full list of options and select **“Out of Hours Emergency Support”**.

Your call will be routed to our out-of-hours administration team. In most cases:

- Your end user will speak to a call handling representative **within 2–3 minutes**.
- The administration team will then attempt to contact an Apex engineer immediately and, where possible, **connect your team member directly to the engineer** on the same call.
- If an engineer cannot be reached straight away, the call handling team will **take details of the issue and arrange a call back** from an engineer.

#### Charging & Billing

Out of Hours work is chargeable, even for customers with an inclusive support package:

- A **minimum of 1 hour** is charged at your agreed standard hourly rate **as soon as an engineer begins working on your case**.
- After the first hour, time is **billed in 1-hour blocks** for as long as work continues outside core business hours.

(Your relationship manager can confirm your current hourly rate).

#### Service Level & Response

Out of Hours Support is provided on a **best endeavours** basis:

- We **aim** to have an engineer respond and/or call back **within 1 hour** of your initial call where possible.
- There is **no formal SLA** (no guaranteed response or resolution time) for Out of Hours Support.
- If an engineer cannot be contacted within what we deem a suitable timeframe (normally **up to 4 hours**), an escalation process helps ensure engineer will be rostered as soon as possible.

### Remote & Onsite Support

- Wherever possible, issues will be handled via **remote support**.
- If an onsite visit is required, this will be arranged for the next working day.

### Summary of Key Points

- **Who gets it?** 24/7 Out of Hours Support is included with **Gold and Platinum Support Packages only**.
- **When is it available?** Outside **9am–5pm, Monday–Friday**, and on public holidays.
- **How do I get help?** Call **0161 233 0099** and choose **Out of Hours Emergency Support** – do **not** email.
- **What is it for?** **Business-critical emergencies only**, not general end-user queries.
- **How is it billed?** Minimum **1 hour at your agreed rate**, then in **1-hour blocks** while work continues.
- **What’s the guarantee?** Service is **best endeavours** – **no formal SLA** for response or resolution times.