

# PIXELAPES

## design & development

### Peace of mind, all the time.

Some business critical operations require some extra options beyond the standard PixelApes Maintenance & Support.

PixelApes are delighted to be able to offer complete round-the-clock access to support for your business.

This maintenance package add-on covers any work that would be covered under standard maintenance but ensures that you are provided with a phone number which can be called any time night or day in order to register a support request..

### Costs

This add-on is only valid with the purchase of a standard PixelApes Maintenance Bundle.

**Recurring Fee:** €100 per month<sup>1</sup> or 2 maintenance hours <sup>2</sup>

**Per-call fee:** Every out-of-office hours support call answered incurs a minimum charge of 2 maintenance hours, and out-of-office time spent working on a support request is charged at double-time.

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<sup>1</sup> All charges are listed exclusive of VAT at 23%.

<sup>2</sup> If desired we can cross off 2 maintenance hours per month from your maintenance bundle in lieu of a fixed recurring fee.

## Frequently Asked Questions

### Do I really need a PixelApes Maintenance Bundle?

In order to purchase our 24/7 support package you must have an active PixelApes Maintenance Bundle. The 24/7 support option can be requested at time of purchase of any Maintenance Bundle or may be requested at a later date providing you have maintenance hours remaining on your current bundle.

You can [view our available bundles here](#).

### What constitutes an out-of-office hours support call?

Our office hours are 9am to 5pm GMT Monday to Friday. Any calls outside of these hours will be considered as making use of your 24/7 support add-on.

### Will you estimate time required to complete my support request?

All 24/7 support calls will be time-tracked carefully by our support team. There is a minimum charge of 2 hours per call and all time is calculated at double-hours.

### How does the recurring fee work?

You may prefer to ensure that you have your full bundle hours available, so we provide an option to separately charge a recurring fee of €100 per month commencing from the date the first payment is received.

Alternatively, it may suit you better to have PixelApes automatically deduct 2 hours per month from your available maintenance bundle hours.

### I have more questions about how it works.

We'd be delighted to discuss your needs and requirements at any time. Please send an email to [support@pixelapes.com](mailto:support@pixelapes.com) for further information.