

# CLIENT

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# BILL OF RIGHTS

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**We are committed to providing our clients the absolute best IT services and support possible. To that end, we pledge to deliver the following rights to all our clients, and would suggest you DEMAND this same level of service, honesty and integrity from any IT vendor you choose.**

**You have a right** to expect fast response and resolution on any IT-related problem you are experiencing. We pledge to respond to your request for help within 120 minutes or less during the workweek, and within 2 hours on weekends and evenings. We also pledge to show up to our scheduled appointments on time, and to give you as much advance notice as possible when we cannot be there as promised due to a circumstance beyond our control.

**You have the right** to get answers to your questions in PLAIN ENGLISH. We pledge to never use “geek speak” or talk down to our clients regarding an IT-related topic.

**You have a right** to expect exceptional services from friendly people who appreciate you as a client. We pledge to always treat you and your team with the utmost level of courtesy, professionalism and respect at all times.

**You have a right** to expect us to lead the way in looking for new and innovative technologies to improve your profitability and productivity, and to protect your business assets. We pledge to stay on the cutting edge of telecommunications, cloud technologies, cybersecurity and office productivity tools so you are always presented with the best-in-class options.

**You have a right** to individual attention and to know who is touching your computer network and data. We pledge to never outsource your support to a third-party company. You will always have a dedicated account manager and support team who know you, your company and your preferences.

**You have a right** to understand every aspect of your IT assets. We pledge to provide full and complete documentation of all hardware and software assets, data and systems, as well as complete password control, so you never feel as though you are “held hostage” by your IT company.

**You have the right** to receive accurate invoices. We pledge to always deliver on time and on budget, and never surprise you with hidden fees, extras and overages that you have not agreed to.

**You have the right** to be protected against our mistakes and failures. We pledge to maintain error and omissions insurance, as well as workers’ compensation and business liability, in the unprecedented event of a mistake on our part.

**You have the right** to know the status of your account and support requests, no matter what time of day or night. We pledge to provide secure access to status reports via our Web Help Desk 24 hours a day, seven days a week, and to communicate the progress of resolving any issue. You will never have to manage us or remind us of promises we’ve made.

**A large part of our business comes from referrals from happy, satisfied clients. We want you to recommend us, and we know that will only happen if you are thrilled with our service. That is why we work so hard to go above and beyond the call of duty. The establishment of our Client Bill of Rights, along with our continual and substantial investment in people, processes and technology, clearly demonstrates our commitment to our clients.**