

# Supplier Support Packages

Support hours: Monday - Friday, 9:00 - 5:30 excluding bank holidays



		BRONZE	SILVER	GOLD	PLATINUM
<b>TECHNICAL SUPPORT</b>					
	Phone Support	0845 Number (Local Rate)	0845 Number (Local Rate)	0845 Number (Local Rate)	0845 Number (Local Rate)
	Email Support	Yes	Yes	Yes	Yes
	Named Contacts	No	No	1	2
	Knowledgebase Access	24 hrs, 7 days/week	24 hrs, 7 days/week	24 hrs, 7 days/week	24 hrs, 7 days/week
	Training	from £200	10% Discount	15% Discount	20% Discount
	Response Times	8 working hours	8 working hours	4 working hours	4 working hours
<b>WEBSITE SUPPORT</b>					
	Catalogue updates by @UK	£70	1 free, per term	2 free, per term	3 free, per term
	Pricelist updates	£50	£50	1 free, per term	2 free, per term
	Search Engine Optimisation	from £400	from £400	15% Discount	20% Discount
	Website Spring Clean	from £50	10% Discount	15% Discount	20% Discount
<b>TERM</b>		12 Months	12 Months	12 Months	12 Months
<b>PACKAGE PRICE</b>	<b>10% Reduction for 1 week only</b>	<del>£45.00</del> <b>£40.50</b>	<del>£120.00</del> <b>£108.00</b>	<del>£480.00</del> <b>£432.00</b>	<del>£600.00</del> <b>£540.00</b>

\* prices valid until 31st October 2007

## Standard Support

Standard support is still available by both email and telephone. Send an email to [support@ukplc.net](mailto:support@ukplc.net) or use the form at [www.ukplc.net/support](http://www.ukplc.net/support). Alternatively leave a message by calling **0870 486 6009**.

We aim to deal with standard support queries will be dealt with within 48 hours. Alternatively to speak to a support representative immediately call **0905 234 0526**. Calls to this number are charged at £1 per minute.

## Contact Support

Customers with support packages can contact support using the contact details below. Please have your support package number to hand when you call, and quote it in all email correspondence. Please note, if you have not purchased a support package we will not be able to answer your query on this phone number. If you require immediate support but do not have a support package please call the standard support helpline.

Support Package Helpline: **0845 003 7676** (Local rate)  
 Support Email: [support@ukplc.net](mailto:support@ukplc.net)  
 Support Web Pages: [www.ukplc.net/support](http://www.ukplc.net/support)  
 Standard Support Helpline: **0905 234 0526**  
 (calls to this number are charged at £1 per minute.)



[www.ukplc.net/support](http://www.ukplc.net/support)

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