



# HOME USER IT SUPPORT PLAN

Here to help you solve any of your home IT problems



# Welcome to our home support plan

Our plans have been specifically designed around our home users and to help you enjoy a trouble free time with your technology. The home user support plans provide the home with its very own IT department that is just a phone call away, hopefully making you feel like you can call us whenever you have a problem, instead of letting the problems build up or beat you and worrying about the cost.

We don't restrict email, phone and remote support, these are unlimited in all our plans, and our team always speak jargon free so you always understand, Also, don't worry about what devices you own, we'll cover all your IT equipment under one roof at no extra charge.

- Peace of mind
- Professional service
- Jargon free support
- All your devices covered

A photograph of a desk setup. On the left, a laptop is open with its screen dark. In the center, a small green succulent plant sits in a white square pot. To the right of the plant is a white ceramic mug. The desk is made of light-colored wood. The background is a plain, light-colored wall.

# What's included?

**As standard, all support plans include;**

- Unlimited remote, phone and email support
- 5 hours of on or off site support
- Jargon free support
- 2 hour response
- Spread the cost over 12 months
- All devices covered

# What's the price?

## Standard Price

£11.99 per month

5 hours of on or offsite support  
Unlimited remote, phone and email support  
2 hour response  
24 hour resolution  
Support Mon – Fri 8am – 6pm  
excludes bank holidays

[More Advice](#) | [Sign me up](#)

## Premium Price

£17.99 per month

5 hours of on or offsite support  
Unlimited remote, phone and email support  
2 hour response  
12 hour resolution  
Dedicated out of hours number  
Support Mon – Sun 8am – 10pm  
includes bank holidays  
1TB of cloud storage for backup  
Support Mon – Fri 8am – 6pm  
excludes bank holidays

[More Advice](#) | [Sign me up](#)

A close-up photograph of a woman with long brown hair, wearing a white top and a necklace, holding a white smartphone with both hands. The background is a light, out-of-focus wall.

# Feel free to contact us

## I need some advice

If you're still a little unsure then please feel free to contact us or visit our website for more information by clicking on the more info button below

[More Info](#)

**Call: 01865 364 995**

## Sign me up!

If you're happy and would like to sign up then please contact us via a quick phone call or click on the sign up button below to fill out a short application form

[Sign up](#)

**Call: 01865 364 995**

# Our Services



## Oxford IT Solutions Services

- IT & Computer Services
- Web design & development
- Web and email hosting
- Web apps
- Office 365
- CCTV installations
- Content Management
- Business management

## Contact Details

Call: 01865 364 995

Email: [info@oxforditsolutions.com](mailto:info@oxforditsolutions.com)

## List of IT & Computer Services

- Computer Repair
- Laptop Repair
- Server Installations and Management
- Wireless and Wired Networks
- Virus Removal
- Broadband Setup
- New Computer or Laptop Setup
- Hosted Email (Microsoft Exchange)
- File and Print Sharing
- Data Backup
- Hard Drive Replacement
- Data Recovery
- Computer Health Checks
- Hardware Upgrades
- Memory Upgrade
- Projector Installations