

service guarantees

emergency response:

If you call us regarding an emergency situation and we do not return your call within 30 minutes, during regular business hours, then you will receive a \$200 credit against future services.



30 MINUTE
FAST
RESPONSE

timeliness:

If we make an appointment for on-site services, and we do not arrive within 10 minutes of our appointment time - for any reason at all - (assuming that we have not contacted you at least one hour prior to reschedule), then you will receive a \$200 credit against future services.

constant contact:

Over time, our efforts will make your network more and more stable, requiring less day-to-day support, and more strategic consulting time. We are committed to ongoing support and maintenance, even if you're not experiencing an urgent problem. That's why we always call our Managed Services clients at least once per week to check in, and we'll always make a site visit once per month even if there are no immediate issues.

1020 Lawrence Avenue West, Suite 305
Toronto, ON, M6A 1C8
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416.966.3306



service guarantees



60 day money back

We know that choosing a new IT provider involves a level of risk, and we want to mitigate that risk. If you sign up for a long-term Managed Services plan and you're not satisfied within the first 60 days, simply let us know and we'll not only cancel your contract, we'll also refund all the money you've spent on

120 day cancellation

We understand that you may need more time to evaluate a new IT provider and sometimes two months is not enough. If you are on a Managed Services contract we also offer 120 day cancellation. We want to make sure our customers are thrilled that they've chosen to work with us, so if you're not happy after four months just let us know and we'll cancel your contract. No fees, no penalties, no fine print.



We don't hide behind small print, legal-eeze, or other weasel clauses in our guarantees. That's because we are completely confident in our ability to fix whatever problems you have and make you thrilled that you called us.



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