

Credit-Based Ubiquiti UniFi Support

Provided by Intec Micros

1. Introduction

Intec Micros offers a credit-based support service for Ubiquiti UniFi products, providing businesses with access to expert guidance and technical assistance. This service is designed to support solution design, general networking queries, and change requests across the UniFi product portfolio, including Networking, Protect, and Access.

2. Scope of Service

The credit-based support service includes:

1. Solution Design

- Guidance on designing tailored solutions using Ubiquiti UniFi products to meet specific business requirements.

2. General Support

- Troubleshooting and resolution of technical issues related to UniFi Networking, Protect, and Access products.

3. Change Requests

- Implementation and support for configuration or system changes across the UniFi product portfolio.

4. Training

- Training sessions can be delivered on any of the topics included in networking, protect or access. These will not be certified training courses and are designed to offer guidance on best practices within the UniFi platform.

This service is suitable for businesses seeking flexible, expert-level support with predictable costs.

3. Service Availability

- Operating Hours: Monday to Friday, 08:30 AM – 5:30 PM (UK time).

- Exclusions: Support is not available on UK public holidays.

4. Service Level Agreement (SLA)

- Response Time: Next business day (NBD) response to all submitted support requests.
- Request Channels: Support can be accessed via email or phone.

5. Credits System

- Credits equate to hours of support and are consumed in 30-minute increments.
- Each support interaction or request will be assessed, and the required time will be deducted from the customer's credit balance accordingly.
- Credits must be purchased in advance in blocks of 10 hours.
- Credits are valid for 12-months.

Any remaining credits can be rolled over only if new 10-hour block is purchased at the end of the 12-month period.

6. Exclusions

This service does not include:

- Onsite support or visits.
- Hardware repair or replacement (covered under separate warranty terms).
- Training Certifications

7. Benefits of the Service

- Flexibility: Pay only for the support you need using a credit-based system.
- Expertise: Access to certified UniFi specialists.
- Convenience: Simplified support for all aspects of the UniFi portfolio under one service.