

# Frontier Support: A Helping Hand

Pearson Frontier is always on hand to offer you high quality support whenever you need it the most. We offer three support packages to suit all needs and budgets.

Standard Support	Premium Support	Premium Support +
Included in licence fee	Primary - £250 per annum Secondary - £500 per annum	Primary - £600 per annum Secondary - £750 per annum
2 accredited admins	(15 registered staff) Frontier support can be your administrator ie: 15 staff able to call Frontier support desk	(All registered staff) Frontier support can be your administrator ie: all staff are able to call Frontier support desk
SLA - Service Level Agreement	SLA - Service Level Agreement	SLA - Service Level Agreement
Issue resolution	Issue resolution	Issue resolution
Bug reporting	Bug reporting	Bug reporting
Access to support portal	Access to support portal	Access to support portal
Support site	Support site	Support site
	Password resets	Password resets
	Room creation	Room creation
	Membership administration	Membership administration
	Tool package / user template management	Tool package / user template management
	Start of Year support	Start of Year support
		Quarterly Usage Report
		Two Training Vouchers (for attendance on a centrally run course of your choice)
		One on-site half day visit by an experienced Frontier trainer

## Are You Interested?

Please email [uk@fronter.com](mailto:uk@fronter.com) or telephone [0845 241 8090](tel:0845 241 8090) and let us know what package you are interested in.

