Support Plans

Keep your UniFi network secure, up to date and running smoothly, with continuous monitoring and remote support from the team that installed it.

Plans

Plans are based on how many UniFi devices we look after at your site. We'll recommend the right plan and confirm the price on your quote, so there's no guesswork. Plans are paid annually in advance.

Plan	Typical site	UniFi devices	Remote support included
Small	Small office or shop	Up to 5	Up to 6 hours a year
Medium	Office or workshop with Wi-Fi and CCTV	6 to 15	Up to 12 hours a year
Large	Larger or multi-building sites	16 or more	Agreed per site

A UniFi device is any piece of UniFi equipment we manage: gateways, switches, Wi-Fi access points, cameras and recorders, door access readers and hubs, and UniFi Talk phones. If you add devices during the year and move into a larger plan, we'll let you know before anything changes.

What's included

Every plan includes:

- **Continuous monitoring:** automated monitoring of your UniFi devices, so we're alerted to most problems, often before you notice them.
- **Firmware and security updates:** we keep your UniFi equipment up to date, applying updates at agreed times to avoid disruption.
- **Remote support:** help with faults and questions during business hours, up to your plan's included hours.
- **Configuration changes:** for example, new Wi-Fi networks or passwords, adding or removing door access users and fobs, and adjusting camera settings.
- **Configuration backups:** regular backups of your UniFi configuration, so it can be restored quickly if equipment fails. This covers settings only and does not include CCTV recordings or footage.
- **Warranty help:** if a UniFi device fails under warranty, we'll handle the replacement process with Ubiquiti for you.
- **Discounted hourly rate:** plan customers receive 10% off our standard hourly rate for on-site visits.

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What's not included

The following are charged separately, and we'll always agree the cost with you first:

- On-site visits (plan customers receive 10% off our standard hourly rate)
- Replacement or additional hardware, including devices out of warranty
- New installations, expansions or major redesigns
- Remote support beyond your plan's included hours, charged at our standard hourly rate
- Work outside business hours, charged at our out-of-hours rate
- Equipment that isn't UniFi, such as computers, printers, servers or Microsoft 365
- Faults with your broadband line or internet service. These are between you and your internet provider.
- Damage caused by power surges, accidents, misuse, or changes made by anyone other than LayerZeroIT

Support hours and response times

Support is provided Monday to Friday, 9am to 5pm, excluding UK bank holidays. Monitoring runs continuously, but alerts outside business hours are dealt with the next business day.

Issue	Example	Target response
Urgent	Whole site offline, no Wi-Fi or CCTV down	Within 6 business hours
Standard	One device faulty, slow Wi-Fi in one area	By the end of the next business day
Change request	New Wi-Fi password, add a door fob	Within 2 business days

Response means we'll be in touch and working on it. Some issues take longer to fix, especially if hardware needs replacing. We don't offer 24/7 support.

To get help, contact us on 01908 040263 or info@layerzeroit.com.

Joining a plan

You can add a support plan at the standard price at any time up to **30 days after your installation is completed**.

Networks we didn't install. We're happy to take on UniFi networks installed by someone else. We start with a one-off **Network Health Check** for £120 + VAT, payable upfront and charged in addition to the plan price. We review your equipment and setup, check it can be reliably supported, and let you know about anything that should be fixed first. If it can be supported, we'll confirm the right plan and it can start straight away. If it can't, we'll explain why and what would need to change.

After 30 days. If we installed your network but more than 30 days have passed, the same Health Check applies before your plan starts, so we know exactly what we're supporting.

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Your plan begins on the date we receive payment, and runs for 12 months.

Payment, renewal and cancellation

- **Payment:** the plan is paid annually in advance by bank transfer. Prices exclude VAT.
- **Renewal:** we'll send a renewal invoice 30 days before your plan ends. Your plan continues once it's paid.
- **Price changes:** we'll tell you about any price change at least 30 days before renewal.
- **Cancellation:** you can choose not to renew at any time before your renewal date. Plans are not refundable part-way through the year.
- **Unused hours:** included support hours run for the plan year and don't carry over.
- **Lapsed plans:** if a plan isn't renewed within 30 days of ending, a Network Health Check is needed before it restarts.

Plans are provided under our Terms & Conditions (version 1.0, October 2026): layerzeroit.com/terms

What we need from you

To support your network properly, we ask that you:

- Keep a working internet connection at the site, so we can monitor and reach your equipment remotely
- Give LayerZeroIT administrator access to your UniFi system, and keep it in place
- Don't make changes to the UniFi setup yourself, or let others do so, without telling us first
- Keep equipment powered, ventilated and in a safe place. A UPS for the comms cabinet is recommended.
- Tell us about planned changes that could affect the network, such as office moves or a new broadband provider
- Name a main contact we can speak to about the site

How to add a plan

1. Reply to your quote or handover email, or contact us on 01908 040263 or info@layerzeroit.com, saying you'd like to add the plan recommended on your quote.
2. We'll check the plan still matches your installed equipment and send an invoice.
3. Once it's paid, your plan starts and monitoring is switched on.

Your plan is based on the equipment at your site, so you'll always know which one applies. If anything's unclear, just ask.

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