Big ICT

2026 EDITION

Christmas Newsletter

Merry Christmas, and thank you

It has been a very busy year, and we are grateful for your support and to have been involved in so many exciting projects. Whether we have looked after your IT day to day, set up a new network or phone system, or simply picked up the phone when something went wrong, thank you for trusting us with your business.

Inside you will find what we do, the changes that may affect your business, our Christmas offers, the dates to put in your diary and how to contact us in an emergency over the festive period.

We wish you a very Merry Christmas and a Happy New Year, and we look forward to continuing to work with you in 2027. Thank you again for your support.

WHAT WE DO

Managed IT support	**Networks and Wi-Fi**	**Business broadband**	**Phone systems**
Microsoft 365	**Cyber security**	**PC and laptop repairs**	**Data recovery**
PCs and laptops	**Accessories**	**Printers**	**Ink, toner and paper**

OUR PARTNERS

Microsoft Partner · tp-link · EMSISOFT AUTHORISED PARTNER · EPSON EXCEED YOUR VISION

WORTH KNOWING

Eight IT changes that may affect you

Windows 10. Free updates ended in October 2025. Paid extended updates stop in October 2027.

3G is off, 2G is next. Older mobile phones and devices that only work on 3G may need replacing.

Windows Server 2016. Support ends on 12 January 2027, so it will stop getting security updates.

Two-factor authentication. Many sites now require a second step to log in. Worth setting up now.

Office 2021 and Publisher. Both reached end of support in October 2026 and need replacing.

Scan to email. From late December, printers using SMTP Basic Auth may stop scanning to email.

Phone lines. The analogue network switches off on 31 January 2027. See page 2.

Email security. Without SPF, DKIM and DMARC, your email may be rejected or go to spam.

PHONES AND BROADBAND

Is your business phone line ready for the switch-off?

Openreach is retiring the analogue copper telephone network, with the national switch-off due to finish on 31st January 2027. Office phones, ISDN, fax machines, DSL broadband and multi-line systems still on an old-style connection all need to be migrated.

Moving to VoIP is easier than you might think. You can keep your existing phone number, and you can also take calls on your mobile or laptop if you want to. From a single line to a full cloud phone system, we will plan it around your business and handle the switchover.

VOIP
from **£8.50**
per month

BUSINESS FTTP
from **£36**
per month

THINK SCAM

Four checks before you click

Most scams arrive by email. Before you click, reply or pay, Think SCAM.

Common at Christmas: fake parcel delivery messages, gift card requests from someone you know, changed bank details on an invoice, and "your account will be closed" login pages.

Not sure? Ask a colleague, forward it to us or raise a ticket using our customer portal.

Always remember to
Think SCAM

S **Sender:** does the part after the @ match their real website?

C **Content:** logos and styling are easily copied. Polished does not mean genuine.

A **Address:** hover over a link, without clicking, to see where it really goes.

M **Mistrust:** asked for money, passwords or verification codes? Stop and check.

KEEP YOUR PCS PROTECTED

EMSISOFT
AUTHORISED PARTNER

Emsisoft Business Security protects your PCs against viruses and malware, stops ransomware before it encrypts your files, blocks phishing sites and runs quietly in the background.

£3.30
per device per month

MICROSOFT 365 BACKUP

Is your Microsoft 365 data backed up?

Microsoft recommends that you keep a regular backup of your data. Deleted or overwritten email, files and Teams content may only be recoverable for a short time, or not at all. Our Cloud Backup service protects your email, OneDrive, SharePoint and Teams.

What can go wrong

- Someone deletes a mailbox or folder by mistake
- A file is corrupted and cannot be opened
- Ransomware or a hacked account wipes your files

CLOUD BACKUP
£2.35
per user per month

CUSTOM-BUILT PCS

Order by Thursday 17th December

Built to order.
Delivered by 23rd December

Built to order for the office, home or play. Tell us what the PC is for and your budget, and we will specify one to suit, from everyday business machines to high-end gaming and creative workstations. PCs **from £395**

Why buy from us: every PC is built to your spec and comes with a 3 year warranty, and there is a real person to call if anything goes wrong. Need a monitor or your files moved over? Ask us.

INK, TONER AND PAPER

Stock up before the break

Premium compatible ink and toner

Order by Monday 21st December
Free delivery on orders over £50

Canon 550/551XL	MOST POPULAR Epson 405XL	Epson 603XL / 604XL	HP 305XL	OKI B432
Full set of 5	Full set of 4	Full set of 4	Black and colour	High yield toner
£41	**£42**	**£25**	**£28**	**£84**
Buy 3 sets get 1 free black	Buy 3 sets get 1 free black	Buy 3 sets get 1 free black	Buy 3 sets get 1 free black	Buy 3 get 1 free

Other ink or toner? We can supply ink or toner for almost any printer. Send us your printer model for a competitive quote.

Limited time only: a free ream of Xerox Performer A4 with every full set ordered by 21st December. Or upgrade to 2,500 sheets for £18.

Xerox Performer 80gsm white paper	
A4	A3
£6	**£11**
per 500 sheets or **£24** for 2,500	per 500 sheets or **£44** for 2,500

Navigator Presentation 100gsm white paper	
A4	A3
£8	**£19**
per 500 sheets or **£32** for 2,500	per 500 sheets or **£76** for 2,500

HANDY TIPS

KEYBOARD SHORTCUTS

⊞ + Shift + S
Screenshot part of the screen

⊞ + L
Lock your screen

Ctrl + Shift + T
Reopen a closed browser tab

Alt + Tab
Switch between windows

⊞ + ← or →
Snap a window to half the screen

QUICK TIPS

Restart regularly. A proper restart, not sleep, clears most odd slowness and lets updates finish.

Save in the right place. Keep files on your shared drive or OneDrive, not only on one PC's desktop.

KEY DATES

Thursday 17th December	Monday 21st December	Wednesday 23rd December	24th December to 4th January	Tuesday 5th January
Last day to order a custom-built PC for pre-Christmas delivery	Last day to order ink, toner and paper for pre-Christmas delivery	Our last working day	Closed. Emergencies only.	We are open as usual

EMERGENCY WHILE WE ARE CLOSED?

If something urgent happens while we are out of the office, such as no internet, a server down or a suspected cyber attack, please email the address below with details of the incident, who is affected and a number we can reach you on. We aim to contact you within 2 hours.

emergency@big-ict.com

PRE-CHRISTMAS CHECKLIST

- ☐ Raise tickets early, ideally by 21st December
- ☐ Check you have spare ink and paper
- ☐ Keep our emergency email address handy
- ☐ Check your important data is backed up
- ☐ Share our closing dates with your team
- ☐ Check if any changes on page 1 may affect you

REFERRAL SCHEME

Refer someone, get an hour of support free

Know someone who needs good IT support, at work or at home? Ask them to mention your name when they get in touch. Once they become a customer, we credit your account with one hour of support. There is no limit on referrals.

1 free hour
per referral

LEAVE US A REVIEW

If you have not already left us a review on Google, we would love one. It only takes a minute, but it makes a real difference to us, because reviews help new customers find us when they search online and are a big part of how we grow. As a thank you, we will plant a tree in your name.

Leave your review at **reviewforest.org/bigict**

CALL
0333 444 8324

EMAIL
contact@big-ict.com

RAISE A TICKET
portal.big-ict.com

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