

Inspire IT

Support Services

Additional General Terms and Conditions

1. SCOPE OF WORK

Inspire IT will provide computer support and maintenance services to the client's infrastructure.

Inspire IT will also provide remote monitoring of system services and devices as specified in this document from our Network Operations Centre.

Inspire IT will provide 1st and 2nd level Helpdesk and Remote support for supported applications and devices as specified in this document. Inspire IT consultants are trained and experienced in the those applications and devices.

Inspire IT will determine the appropriate level of consultant to perform the required work. As such the relevant consultant rate will be charged.

Any included hours provided for in this agreement are accrued each invoice period based on the invoice value.

Any included hours provided for in this agreement expire at the end of the calendar month and cannot be accrued.

Any accrued hours provided for in this agreement cannot be exchanged for alternate products or items.

1.1. Supported Hardware

You agree that all computer hardware will continue to have current vendor support and be less than 3 years old. Whilst support will be provided on hardware older than 3 years, this work is out of scope and charges will apply at the applicable hourly rates. You also agree that any hardware older than 3 years will be part of a planned refresh.

Should any major component of hardware older than 3 years fail, You agree to replace the hardware.

1.2. Response Times

The Contractor agrees to respond to service calls logged by the Company within the timeframe specified in the support matrix in this document applicable to the priority assigned to the call, providing the call has been logged via the Inspire IT National Client Care Centre on 1300 727 393. Response times are during "hours of work" as defined in this agreement only. Response times are not time to fix.

1.3. 24 Hour Support

Should the Company need to have 24 hour support at any time, the Contractor agrees to make available a consultant to respond to any after hours calls. Such support is subject payment of the 24 hour support fees.

The relevant After Hours charges will apply for any after hours work performed.

1.4. Hours of Work

Work carried out under this agreement is during the following hours:

Business Hours Onsite:	08:30 – 17:30 Local Inspire IT Office Time Weekdays.
Helpdesk:	08:30 – 19:00 AEST Weekdays. Emergency after hours support available via on-call paging service.
Monitoring:	08:30 – 19:00 AEST Weekdays.

1.5. After Hours Work

After Hours work carried out under this agreement is during the following hours:

After Hours:	17:30 – 22:00 Scheduled as required at 1.5 times the applicable consultant's fee.
Late Night:	22:00 – 08:30 Scheduled as required at 2 times the applicable consultant's fee.
Weekend/Public Holiday:	Scheduled as required at 2 times the applicable consultant's fee.

1.6. Travel to Client Sites

Callout fees will apply to any site visit.

Where a consultant is required to attend a client site that is more than 50km from the office at which they are normally based, additional travel charges will apply.

2. EXCLUSIONS

Any items not specifically mentioned in this agreement fall outside the scope of this agreement, and will be charged at the applicable hourly rate.

Any costs relating to vendor support required are the responsibility of the Company.

3. SUPPORTED DEVICE CHARGES

The invoiced quantities of devices will be based on the number of each device supported multiplied by the charge per device.

The counts of each device supported will be based upon the number of clients that have a software agent installed on them by The Contractor as at the day the invoice is issued. Where a device is unable to run a software agent due to incompatibility or other reasons, The Contractor will perform manual counts of those devices at regular intervals.

Counts are performed automatically by the monitoring centre and invoices reflect these counts. Any device that has not checked in to the monitoring centre in more than 40 days is automatically excluded from any charges as it is deemed a non-active device.

Any device without an agent installed is deemed not supported unless the agent cannot be installed. Should the item need to be supported under this agreement, then The Contractor will install the software agent prior to providing any maintenance or support for the item, after which an additional charge will apply for the device as detailed above.

4. DISPUTED CHARGES

Should the client disagree with any charges relating to the number of devices charged on an invoice, the client must notify their account manager the same week the invoice is issued to allow the counts to be checked. Any claims after this time will not be recognised.

5. MONITORING REQUIREMENTS

The Company agrees to allow the agent to communicate with The Contractor's monitoring centre through any firewalls or routers.

SUPPORT MATRIX

Priority	Severity	Response	Definition
1	Critical	1 Hour	The issue is affecting all users in a site or is affecting all users in multiple sites and is affecting business productivity.
2	Urgent	4 Hours	The issue is affecting multiple users in a site or in multiple sites and is affecting business productivity.
3	High	8 Hours	The issue is affecting a single user and is affecting business productivity.
4	Standard	24 Hours	The issue is of a general nature and is not affecting business productivity.