



Select the Plan that suits your business in the best way:

Premium Plan	Scheduled hours	Weekly Rate inc. GST	Discount	Savings per year	Select your plan
light 1	1 hr /Month	\$ 24.90	10%	<b>\$ 144.00</b>	
light 2	2 hrs/Month	\$ 49.85	10%	<b>\$ 288.00</b>	
business 1	1 hr /Week	\$ 105.90	15%	<b>\$ 972.00</b>	
business 2	2 hrs/Week	\$ 204.00	15%	<b>\$ 1,873.00</b>	
enterprise	4 hrs/Week	\$ 387.70	20%	<b>\$ 5,040.00</b>	

### Terms and Conditions

<p>1. Hainsnet (we) has agreed to provide the customer (you), and you agree to purchase, IT Support Services in accordance with the general Terms and Conditions set out on this page.</p> <p>2. You agree to pay for any support calls that are made by you or your staff at the rate specified in this agreement.</p> <p>3. We will provide your designated IT contact with support call logs in a timely manner including details of the problem, solution and time taken.</p> <p><b>Agreement Term</b></p> <p>4. The minimum term of your agreement with us is 12 months from the date commencement unless otherwise marked.</p> <p>5. Either party may give 3 months notice to terminate this agreement.</p> <p><b>Service Provided</b></p> <p>6. This service agreement covers general IT support including installations, networks, WAN, Internet, email, MS Office, backup and printers but excludes replacement of failed products or parts, support of databases, programming work, specialist applications such as accounting or designs, specialist security or cabling work.</p> <p>7. Our minimum response time is 2 hours for phone support and same day for onsite support in emergencies. Priority will be given to monthly support customers over casual customers.</p> <p>8. Proactive network monitoring. Where your systems have remote management capability we will monitor these using remote monitoring systems free of additional charge to provide faster response and rectification for any issues.</p> <p>9. We will advise you where we have identified deficiencies or issues with your network or other devices and provide options for solving these issues.</p> <p>10. After hours support is not included in any of the contracted offers and is billable at one and a half the normal rate. Business hours are defined as 8.00-6.00 Mon-Fri not including public holidays.</p> <p>11. Support calls are logged with minimum of 15 minute for support calls and 30 minutes for onsite calls</p> <p><b>Payment Terms and the GST</b></p> <p>12. All payments are due within 14 days of invoice</p> <p>13. Unless otherwise stated all plan fees are quoted including GST.</p> <p>14. Invoices for casual support will be issued on a as used basis, invoices for monthly contracted support will be issued weekly and are payable in advance.</p> <p>15. Any support hours used over the contracted amount will be billed at our normal support rate of \$120 per hour or \$180 after hours and weekends.</p> <p>16. You acknowledge that we can discontinue support at our discretion if you fail to pay your bill within 30 days of the due date and that you indemnify us for any losses incurred as a result of this.</p> <p>17. We shall be entitled to charge interest on any overdue amounts from the date due until the date paid. This is calculated on the ANZ reference rate plus 3% administration charge. Any expenses, costs or disbursements incurred by us in</p>	<p>recovering any outstanding amounts including fees of debt collectors or solicitors shall be paid by the customer</p> <p>18. We reserve the right to change our contract prices by giving 30 days notice. We agree to allow you to terminate the contract if you wish to as a result of any price change.</p> <p><b>Security</b></p> <p>19. Network and Internet security is a rapidly changing and potentially hazardous area. The provision of IT Support does not extend to guaranteeing the security of the customers Network. As such we do not warrant that you will be protected from intruders seeking to gain unauthorised access to your systems.</p> <p>20. You are responsible for the safe keeping, maintenance and upkeep of your passwords, access codes, configurations any other related security information that allows access to your routers, servers or other systems. This includes physical security of these devices. We will assist and advise you on this but it is you agree to indemnify Hainsnet for any losses incurred as a result of security breaches in your network.</p> <p>21. You are responsible to ensure that only users that have your authorisation have access to your network. You acknowledge that you are responsible for any unauthorized use of your systems and any resulting costs that flow from this.</p> <p>22. You authorise us to proactively patch or upgrade devices, Software or systems where we have identified security vulnerabilities and agree to pay for the time incurred to carry this out.</p> <p><b>Limitation of liability</b></p> <p>23. All terms, warranties, undertakings, inducements and representations not expressly set out in this agreement are excluded.</p> <p>24. We are not liable for any indirect, special, economic or consequential loss or damage or loss of revenue, profits, goodwill, bargain or opportunities or loss or corruption of data or loss of anticipated savings incurred or suffered by you, whether or not we were advised or ought to have been aware of the possibility of such loss or damage.</p> <p>25. We are not required to perform any obligation under this agreement where the performance of that obligation would involve us being in breach of any third party Intellectual Property Rights.</p> <p><b>Force majeure</b></p> <p>26. Notwithstanding any other provision of this agreement neither party will be liable for any failure to fulfil any term of this agreement where that fulfilment is delayed, prevented, restricted or interfered with for any reason outside that party's reasonable control.</p> <p>27. The party unable to perform its obligations must:</p> <p>a) notify the other party promptly of any delay referred to in paragraph (a); and</p> <p>b) use its best efforts to resume performance in accordance with this agreement as soon as possible.</p>
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Company Name: .....

Contact/Position: .....

Address: .....

Singature: .....

Date: .....

tick the appropriate Plan and fax this form to 08 8955 5665 or email to admin@hainsnet.com