



INFORMATION

AGREEMENT FORM

STANDING ORDER MANDATE

Gold Support (Effective 1st April 2007)

Choose our **Gold Support** package and we'll knock money off our callout and labour rates *and* give you **six hours** of support time at no extra charge. That's in addition to benefits like monthly invoicing, priority support and a guaranteed response time.



Key Features and Benefits:

£295 Per Month Retainer Fee

Ideal for businesses with several PC's - for around £9.52 per day the retainer fee ensures that we can support your business whenever you need our help.

Six Hours Included Support Time

This package includes six hours of support time. We credit 360 minutes to your **Gold Support** Account and you can use up the time over the month. We'll even carry it over to the next month if you don't use it up.

One Day Guaranteed Response Time

In recognition of the retainer you pay, we'll ensure you have priority support over clients that do not pay a retainer or are on **Bronze Support** or **Silver Support** plan - and we guarantee to make a start on diagnosing the problems that you report to us within one working day of your request.

Per Minute Pricing

Subject to a minimum of 15 minutes for each support call, we'll charge you for labour on a per minute basis. This offers even better value and means you are only charged for the time used.

£15 OFF Callout Charges

Our regular callout charges are £35 per visit, but sign up to **Gold Support** and we'll cut our callout charge to just £20 *saving you an additional £15 per callout.*

£15 OFF Labour Charges

Our normal labour charges are £55 per hour, but sign up to **Gold Support** and we'll knock our hourly rates down to £40 *saving you an additional £15 per hour.*

Monthly Invoicing

Instead of invoicing you for each job, we'll send you an invoice each month along with full details of the support we provided in that period.

Labour Discount Scheme

Like most clients, you might need our services on an occasional basis for most of the year, but at certain times of there will be a 'peak' where you need us on site for a longer time. We recognise this fact and have introduced the Labour Discount Scheme whereby you can purchase extra time - in advance - at a greatly reduced price.

Sign Up Now In 3 Easy Steps 

Sign Up Now In 3 Easy Steps

If you think your business will benefit from **Gold Support** then you should sign up as soon as you can. The quicker you sign up then the sooner you'll start saving money.



Here's what you need to do:

STEP 1: Sign and return the Agreement Form.

We've attached a **Gold Support** Agreement Form. Please read it, accept the terms by signing and dating it, and then return it to us.

STEP 2: Complete and return the standing order mandate.

Gold Support is paid for in advance by standing order mandate. Please complete the standing order mandate form and return it to us.

STEP 3: Sit Back and Save money!

Once we've received and checked the paperwork we will enable your **Gold Support** account and you'll start saving money from the beginning of the next calendar month.

PLEASE NOTE: A standing order mandate may take several days to set up. If we get your forms back in the later part of any month we may not be able to set up your account in time for the start of the next calendar month. In such circumstances you will need to pay us by cheque for the first months support or have support provided to you on an Ad-Hoc basis until the first payment reaches our account. If you send us forms on or after the 15th of a given month then you should send us a cheque for £339.25 and put the starting month of the standing order mandate as the **next** calendar month.

Gold Support Agreement Form

Monthly Fees: You (the customer) will pay us (Abacus Information Technology Management Ltd) a fixed monthly fee of £295 + VAT by standing order mandate. This fee will be payable in advance of the month in which you wish to receive the benefits of the **Gold Support** package. (**EXAMPLE:** If you would like to start a maintenance agreement on April 1st, we require your first payment to be made directly into our bank account by the end of March).

Included Labour: In exchange for this fee, we will provide you a series of benefits (described below) including 360 minutes of Included Labour per calendar month..



Callout Charges: You agree that we may make a callout charge of £20 each time we visit your premises to carry out work. We do not make callout charges for support provided remotely. No on-site time is 'included' with this callout charge and labour is charged for (or deducted from your **Gold Support** account) from the time of arrival. If we make multiple visits to your site on the same day about the same problem then we will make just one callout charge. If we make multiple visits on the same day to address different problems then we may make multiple callout charges. Callout charges are invoiced at the end of each month and must be paid for as soon as you receive the invoice.

Guaranteed Response Time: We guarantee to start work on diagnosing a problem within one working day (8 working hours) of it being reported to us. If we do not respond in that time then we will refund you at the rate of 25% of the retainer fee for each missed response subject to a maximum of four missed responses in a calendar month. You **MUST** report these problems to us by calling our office number (08712 880 850) or by using web site based reporting tools that may be offered to you from time to time. If you choose to report problems to us by email, mobile telephone, or some method other than using the office number or web based tools as described above then while we may respond, we do not offer a guaranteed response time when these other methods are used. For the purposes of this agreement, working hours are defined as being between 9AM and 5PM and working days are defined as Monday to Friday excluding bank holidays. No refunds will be given for missed responses if there are any invoices outstanding on your account. The guaranteed response time does not apply to larger projects of software development, web site design, or the supply of computer hardware and software.

How Labour May Be Used: The Included Labour may be used for absolutely any IT-related purpose such as general maintenance, troubleshooting, installing software, moving or upgrading your PC's or even web site design and software development services. We reserve the right to refuse the carrying out of specific tasks if we feel it is dangerous, fraudulent, or otherwise inappropriate or unnecessary. We deduct (or charge for) labour from arrival time to departure time subject to a minimum of 15 minutes per event.

When Included Labour is Used Up: If you 'use up' all of your Included Labour in a given month then we will continue to provide support which will be charged for at a rate of £40 per hour. In such cases we will send you an invoice for this additional labour at the end of each calendar month and it must be paid for as soon as you receive the invoice.

When Included Labour is Not Used Up: If you do not 'use up' all of your Included Labour, the remaining time will be carried over to the next calendar month subject to a maximum of 2000 minutes. (**EXAMPLE:** a customer paying for **Gold Support** will be entitled to 360 minutes labour per calendar month. If 160 of those minutes remain unused, then in the next calendar month the customer is entitled to 520 minutes labour). If you have 2000 minutes accrued, further 'accruable' time will not be added to this and you will lose those minutes. In such a case we would advise you to downgrade from your **Gold Support** package.

Per Minute Pricing: Per minute pricing applies to each on site visit or each telephone or remote support 'event' that takes more than 15 minutes to complete. An event may be a single support related telephone call between you and us, a single visit to your site, or a single session of remote support. (**EXAMPLE:** If we carry out a job that takes us 10 minutes to complete, we'll deduct the minimum 15 minutes from your available time. If a job takes us 20 minutes, we'll deduct 20 minutes. If we visit you or call you twice about the same problem over two days then that will be considered two separate events and we would charge you the minimum 15 minutes for each one).

Labour Discount Scheme: As a subscriber to **Gold Support** you are entitled to purchase extra labour under the 'Labour Discount Scheme'. The price of this scheme is listed in a separate document, but the right to buy within the scheme is given to you here.

Termination: You may terminate this agreement at any time by asking your bank to stop paying us by standing order mandate. We may terminate this agreement by providing you with 28 days notice. In either case, you will have 28 days in which to 'use up' any support time that you have available and if you do not use up this time then no refunds will be provided and the accrued time will be lost.

COMPLETE THESE DETAILS TO ACCEPT THE TERMS OF THIS AGREEMENT

Your Name:

Your Company:

Telephone Number:

Date of Signature:

Signature:

Please note that all prices exclude VAT unless specified. This agreement will not come into force until we have received the agreement and the payment specified.

Standing Order

Gold Support Standing Order Mandate Form

INSTRUCTIONS TO CUSTOMER:

Please complete and return this standing order mandate form to us. If you have any questions about how to complete this form, don't hesitate to contact us.



STANDING ORDER MANDATE

YOUR BANK DETAILS

To the manager of:

Your Bank

plc

Branch

Address

Postal Code:

INSTRUCTION TO BANK

Please pay to Barclays Bank plc, 298A Aylsham Road, Norwich, Norfolk NR3 2RJ (sort code 20-62-68) a credit for Abacus Information Technology Management Ltd, Account Number 80327786, the sum of:

Amount in words: THREE HUNDRED AND THIRTY NINE POUNDS AND TWENTY FIVE PENCE

Amount in figures: £339.25

Commencing the: **25th of** **20__** UNTIL FURTHER NOTICE

Account (name) to be debited:

Frequency of debit: **MONTHLY**

Account number:

Sort Code:

Signature:

Date of Signature:

Name of Signatory:

Contact Telephone Number:

Statement Reference: **GOLD-**

Please send us this completed form, we will check it and then send it to your bank.