

SUPPORT PACKAGE INFORMATION & SELECTION



Phone: 1300 622 843

Enquiries: info@techhelpdirect.com.au

Support: support@techhelpdirect.com.au

Support Packages for Business & Corporate Clients - Pre-paid Hours				
	Complete Package	Enterprise Package	Business Package	Standard (PAYG)
Package Pricing	\$14,000.00	\$7,250.00	\$3,000.00	N/A
Hours Included	100 Hours	50 Hours	20 Hours	N/A
Support Price	\$140.00 / Hour	\$145.00 / Hour	\$150.00 / Hour	\$165.00 / Hour
Expiry	12 Months	12 Months	12 Months	N/A
Selection (Tick Box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

How does it work?

Support packages allow our clients to pre-pay their support hours, so that we simply don't have to raise as many invoices to be paid within the 7 day due date. We simply take notes for each job and subtract the hours from your pre-paid amount at the discounted rate. You will receive a receipt for the debit with no further payment obligations required by you.

Pro-active support

The Enterprise and Complete packages include our Tech Help Direct monitoring client installed on servers and key computers. The monitoring client will pro-actively notify our team of any arising issues, so that we can be prioritise tasks before the devices fail completely, beyond simple recovery.

When do the packages expire?

Our packages expire after 12 months. Once you have used all of the allocated credit in your package, we will prompt you to renew. If you choose not to renew your package, you will be reverted back to the standard hourly rate of \$165.00 / hour (including GST) on a pay-as-you-go (PAYG) basis.

Selection

1. Please select the support package that you would like from above.
2. Complete the *Agreement & Acceptance of Support Package Service Conditions* (on the next page) and email this form to accounts@techhelpdirect.com.au



SUPPORT PACKAGE INFORMATION & SELECTION



Phone: 1300 622 843

Enquiries: info@techhelpdirect.com.au

Support: support@techhelpdirect.com.au

Terms and Conditions

- Service callout fees will be deducted from the package credit as necessary and agreed upon.
- Parking expenses or additional travel charges are not included in the package. These costs will be invoiced to the client if options are not provided.
- Remote login services, where no onsite service callout is required, is a minimum of 30 minutes labour time (e.g. \$70.00 for 1/2 hour labour on our complete package rate). This will be billed if the remote login session takes longer than 5 minutes (and not deemed a “quick fix”)
- When one of our IT consultants attends the client’s premises, a minimum of one hour labour is required. After the first hour, our time is billed in 15 minute increments (e.g. \$37.50 per 15 minutes on our business package).
- Hardware and software costs are not included in the packages and will incur additional charges that are invoiced as required.
- There must be credit assigned to the package to be eligible for the discounted labour rate. If there is no credit applied to the account within the package, the standard PAYG labour rate will apply (i.e. the package must be purchased prior making a booking).
- There are no refunds on the package credit.
- The package credit is not transferrable to another client.
- The expiry time is 12 months after the date of payment for the allocated support package.
- The discounted rate only applies within our standard operating hours of 8.30am to 5.30pm, Monday to Friday.
- The credit can be used for labour outside of our standard operating hours (i.e. after hours, Saturdays, Sunday, Public Holidays) however the standard service pricing for those times will apply as per our pricing webpage: <https://www.techhelpdirect.com.au/pricing>
- The pricing stipulated per hour is per technician (e.g. 2 technicians working onsite will cost \$300.00 per hour at the business package pricing rate).

Agreement & Acceptance of Support Package Service Conditions

By signing this document I, _____ (Name) from _____ (Company) agree to the above terms and conditions, services and pricing offered within the Tech Help Direct support packages. I understand that once purchased, the business, enterprise or complete package cost is not refundable or transferrable to another entity. I understand that the package credit does not expire. I understand the pricing structure of all packages and I am aware that the hourly rate quoted is per technician. I understand that the package credit can not be redeemed for computer software, computer hardware or peripheral devices. I understand that the package pricing rate only applies to standard operating hours of 8.30am to 5.30pm, Monday to Friday.

Signature: _____ Date: _____