

Service Costs and disclosure agreement

Electrical

Electrical Call Out (Includes ½ Hr travel and ½ labour) [note 1]	\$99
Labour (Charged in 15 min blocks)	\$99/hr
Labour – After hours (Charged in 15 min blocks) [note 2]	\$198/hr

IT Technical Support

IT Call Out (Includes ½ Hr travel and ½ labour) [note 1]	\$99
Labour (Charged in 15 min blocks)	\$99/hr
Labour – Afterhours (Charged in 15 min blocks) [note 2]	\$198/hr
Remote Support (Minimum) [note 3]	\$99

IT Services (Office)

Standard System Restore [note 4]	\$265
Advanced System Restore [note 5]	\$330
Virus check and removal	\$99/hr
Malware and Spyware removal	\$99/hr
Recovery of Data	Please call

IT Services (Onsite)

Standard System Restore [note 4]	\$99/hr
Advanced System Restore [note 5]	\$99/hr
Enterprise grade reporting	\$10 per desktop/laptop or \$20 per server
Recovery of Data	Please call

Website Design

For **\$1650 inc GST** you get the following

- *Highly customisable Content Management System (CMS) [note 6]*
- *Free Search Engine Optimisation (SEO) plugin*
- *Setup of multiple user access*
- *Setup security settings*
- *Provide Sitemap to for Google, Yahoo, Bing and other search engines*
- *Up to 8 pages of (client provided) populated content in total [note 7]*
- *1 Contact page (with Google Maps if theme allows)*
- *Gallery page with maximum of 20 images*
- *Anything over the above is charged at \$99.00 inc GST per hour [note 8]*

TechCare Hybrid Backup

As part of our ongoing service to our customers TechCare is providing a managed Hybrid Cloud Backup Solution [note 9]. For an initial investment and ongoing hosting/maintenance costs we will maintain a backup storage system for our clients. This solution also supports email reporting (daily/weekly/monthly) of data usage, quota remaining, status of last backup, etc if required.

Initial Setup		Ongoing costs	\$/month
1 computer	\$149.00 plus 2 hours setup fee	10 GB	\$16.50
2 computers	\$149.00 plus 3 hours setup fee	50 GB	\$33.00
3 computers	\$149.00 plus 4 hours setup fee	100 GB	\$55.00
4 computers	\$149.00 plus 5 hours setup fee	250 GB	\$100.00
		500 GB	\$160.00

Notes:

[note 1] All call outs include up to, but no more than, 30 mins of driving. This is calculated from the time the technician commences travel to your home, business, etc. If it takes more than 30 mins to arrive at your premise the hourly rate will start immediately after 30 mins is up.

[note 2] TechCare reserves the right to charge an after hour's service fee if the time is outside the scope of "Business Hours" which are 0830 hours to 1800 hours (8:30 AM to 6:00 PM) Monday to Friday. Any work on Saturday is deemed "After Hours" and will be charged accordingly. Although TechCare reserves this right, it is up to us to charge at the respective rate. Any work agreed to will be deemed compliant in accepting the amounts shown in the relative table above.

[note 3] The minimum fee for any remote support help is dependent on which tier the client/customer falls under. This provides service for up to 30 mins, if more time is required an ongoing labour fee as stipulated in the relevant table is to be interpreted. If the remote support is after business hours the afterhours service fees apply.

[note 4] A standard system restore includes the complete wipe of data, re-installation of the operating system and drivers associated with it. All programs and data is the client's responsibility and TechCare will NOT be held liable for any loss associated with the process.

[note 5] An advanced system restore is an extension to a standard system restore with the added option to include a backup of standard data locations. This includes Documents, Music, Pictures, Favourites and Email services. Anything left out unless specified to the technician is NOT going to be saved. TechCare is not to be held liable for any data that is lost outside of the above mentioned scope.

[note 6] The WordPress CMS used is an Open Source System that is provided for under the license relating to that project. For full details on the licensing structure refer to WordPress' Website – <http://www.wordpress.org>. In addition each CMS requires a theme to act as the front end (what everyone sees when viewing

your website) and this is an additional cost, dependant on the WordPress Theme Developer's price. TechCare will provide examples of various Themes that are current in today's market but the choice to purchase and implement any theme remains that of the customer or client.

[note 7] The customer is to provide all content prior to work commencing to a maximum of 1 week after the project has been started. Failure to do so results in website being completed to best of TechCare's ability, minus the content and will be charged for in full.

[note 8] The customer must pay additional costs to any extra work completed at their request. An hourly rate of \$88.00 inc GST is incurred for any extra work.

[note 9] TechCare Hybrid Backup is a solution that attempts, with as much contingency that is economically viable, to keep multiple backups of the clients data safe and secure. In this respect TechCare wants to make clear to all clients that all backup systems cannot be solely relied upon. Our service is only to provide another location for your data to be securely synced to and give that additional peace of mind on already existing backup services. To reduce the possibility of data loss this Hybrid solution backs up first and primarily to a storage device onsite (to be supplied by the client, or at an additional cost upon installation). A secondary data backup is hosted by TechCare. While every effort is made to ensure the ability to retrieve data, TechCare cannot warrant that your data will be restorable. What we do make known is that our data storage device contains enterprise grade hard drives, with fault protection and using the latest technology ZFS on Linux as an attempt to mitigate any possible data compromise. It is TechCare's aim to provide a multilayer protection plan that attempts to drastically reduce the single point of failure which is so common in the homes and businesses of today. If data loss is experienced and the copy stored on TechCare's cloud backup solution is also found to be corrupted every effort will be made to try to retrieve any possible data. However we are making this clear up front that we will not accept liability for any loss of data. It is solely the client's responsibility to store their data in multiple locations. We also will not accept liability for any loss of data as a result of lightning strikes, floods or any other natural or man-made catastrophe. Any client who has a monthly maintenance plan with TechCare for storage of backups and/or uses this resold software from TechCare agrees to all the above.

In relation to any quotes given by TechCare the following statements are assumed:

All work is quoted to be as accurate as possible for individuals or businesses. TechCare assumes in all quotes that the electrical installation is free from illegal and substandard components, circuitry and workmanship.

Any additional costs associated with removing, fixing or replacing components, circuitry or workmanship to bring the installation up to standard and into a safe environment electrically is an additional cost and is NOT covered in ANY quote.

TechCare reserves the right to make the installation safe, alert the necessary authority and refuse to commence work if the customer or client chooses not to fix any substandard electrical component, circuitry or workmanship.

All invoices are sent with **Net 7 Days**. This means that payment is due within 7 days of the invoicing being received. All invoices are sent electronically via email services; therefore the date stamp on the top of the invoice is always correct. Failure to pay the Invoice within 7 days can incur a late payment fee of 10% per week. If the invoice is not paid in full and any subsequent late fees, TechCare reserves the right to use debt collection agencies. If the service provided is a hosting service TechCare reserves the right to stop providing service until the necessary payment has been received.

All materials and/or products supplied by TechCare are to be paid for in full at the acceptance of a Quote or if TechCare receives a work order. TechCare reserves the right to decide whether this is mandatory. All materials and/or products supplied remain the property of TechCare until the bill is paid in full, including any subsequent fees (e.g late payment, etc). TechCare reserves the right to reclaim any unpaid goods.

All products on sold by TechCare come with their own respective warranty and are NOT warranted by TechCare unless expressly stipulated. Any work required to return items or retrieve warranty services will be charged at the respective rates outlined above.

With all services offered by TechCare we reserve the right to cancel any and all services at any time, subject to a 2 week notice or to the conclusion of your contract period.