

Gebesse Computer Consultants offers a variety of annual plans for supporting your computer systems and applications and users (note – we do not do hardware support). The prices below apply to Sydney locations (area bounded by Newcastle, Wollongong, Lithgow, Campbelltown) or the Central West (area bounded by Bathurst, Orange, Parkes, Forbes, West Wyalong, Grenfell, Young, Cowra). Please contact us for support outside these areas.

Platinum Support - \$2,750 per year

- Two hour visit to your site each month to update operating system, antivirus and application software and to perform minor system tuning. Any other work which can fit into the two hours is included in the fixed price.
- Discounted rate of \$143 per hour for additional or ad hoc support, with a minimum charge of one hour per call (instead of the usual two).
- Free online or telephone support for tasks which take less than ten minutes. (Calls beyond this time limit will be charged at \$44 per 15-minute increment.)
- Licence for GoToMyPC software to allow remote access for support.
- Register of your software and notification of upgrades. Free upgrades will be installed as part of the regular monthly visit unless they are urgent, in which case other arrangements will be made.
- Immediate warning by email of virus and security threats.
- Unlimited queries submitted through the online help desk.

Gold Support - \$1,650 per year

- One hour visit to your site each month to update operating system, antivirus and application software and to perform minor system tuning. Any other work which can fit into the time is included in the fixed price.
- Discounted rate of \$143 per hour for additional or ad hoc support, with a minimum charge of one hour per call (instead of the usual two).
- 15 online or telephone support tasks which take less than ten minutes. (Calls beyond this time limit will be charged at \$44 per 15-minute increment.)
- Licence for GoToMyPC software to allow remote access for support.
- Register of your software and notification of upgrades. Free upgrades will be installed as part of the regular monthly visit unless they are urgent, in which case other arrangements will be made.
- Immediate warning by email of virus and security threats.
- 15 queries submitted through the online help desk.

Silver Support - \$660 per year

- Five hours of onsite support over up to five visits.
- Discounted rate of \$143 per hour for additional or ad hoc support, with a minimum charge of one hour per call (instead of the usual two).
- 5 online or telephone support tasks which take less than ten minutes. (Calls beyond this time limit will be charged at \$44 per 15-minute increment.)
- Immediate warning by email of virus and security threats.
- 5 queries submitted through the online help desk.

Exclusions

Annual support plans do not include the following out-of-pocket expenses. These will be invoiced separately as they are incurred

- Travel (other than travel by car) and accommodation expenses.
- Additional software.
- Software upgrades.
- Any additional or replacement hardware.



Account Application

Application for account with Gebesse Holdings Pty Ltd (ABN 25 003 383 604). Applicant should retain a copy of this page as a Tax Invoice for GST accounting purposes. Please fax applications to (02) 8221 9418 or post to 25 Tableland Rd, Wentworth Falls NSW 2782.

Surname _____ First Name _____

Company Name _____ ABN _____

Street Address _____

City _____ State _____ Postcode _____

Daytime phone () _____ Home Phone () _____

Fax Number () _____ Mobile Phone () _____

Email: _____

Please mark the required services (all prices include 10% GST):

Platinum Support Plan \$2,750

Gold Support Plan \$1,650

Silver Support Plan \$660

I enclose a cheque for _____ or charge my card with this amount.

I authorise you to deduct charges from time to time from my card until further notice

Payment Type Visa MasterCard

Name on Card _____ Expiry Date _____

Card Number _____

Signature: _____

Agreement

I confirm that I have read the support options and prices document that forms part of this agreement. I understand that I (or the company I represent) am liable for all charges incurred on the account

Signature _____ Date _____