

Gebesse Computer Consultants offers a variety of options for supporting your computer systems and applications and users (note – we do not do hardware support).

## Support at your workplace

We offer on-site assistance in 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. On-site support is charged by the hour or day with a minimum charge. You can buy an annual support contract which gets you some hours, a reduced rate for further hours, smaller minimum charge per visit and some telephone and email support. You can also purchase an extended annual support contract which offers more features – see our web site for details.

On-site support (minimum 2 hours charged for any visit).....	\$165/hour
Maximum daily charge.....	\$990
Out-of-pocket expenses (eg air travel, accommodation).....	Invoiced at cost

## Telephone and online support

This service provides an alternative to on-site support in cases where it is either impossible or impractical to be on location. Please note that this service is only available to established on-site support customers unless prior arrangements are made to pay by credit card.

Telephone or online support.....	\$44/15 minute increment
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As well as telephone support, it is also possible for us to directly access your computer either over the telephone or over the Internet, using remote access software. Using this method, we can not only fix things, but we can show you how to do things rather than just tell you. You may need special software to do this and you will require either a modem or an Internet connection. Please contact us for details and pricing of the software required.

## Telephone and email questions

You can purchase a set number of questions which can be submitted by telephone, fax, email or through the online help desk over a 12 month period. This service is not intended as a substitute for other support services we offer and the questions have to be the sort which require brief answers. The only additional costs would be long-distance telephone calls or other out-of-pocket expenses (such as if we had to pay someone to repair a database) but you will be asked to approve such charges before we spend the money.

5 prepaid questions .....	\$165
10 prepaid questions .....	\$275
Larger quantities .....	by negotiation

## Payment

Payment for online support and telephone support must be made by credit card with an authority to debit charges from time to time. Pre-paid services (annual support, telephone and email questions) must be paid in advance by either cheque or credit card. Clients will be invoiced for on-site visits and payment is due immediately; again, payment can be made by cheque or credit card. Gebesse reserves the right to refuse to supply goods and services to anyone whose account is in arrears. Prices quoted are in Australian Dollars, include 10% GST and are correct as at October 1, 2011.

## Exclusions

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):

- On-site support  \$165/hour (minimum 2 hours charged per visit, maximum \$990/day)
- 5 telephone, fax or email questions  \$165
- 10 telephone, fax or email questions  \$330
- Telephone support  \$44/15 minute increment (card authority required)
- Online support  \$44/15 minute increment (card authority required)

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 \_\_\_\_\_