

HARDWARE / IT SUPPORT AGREEMENT

This document is a Hardware/ IT support agreement between [CUSTOMER NAME] and International Computer Service.

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Browns Plains QLD 4118

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Usage

This IT Hardware support agreement has been produced by ICS to help businesses when choosing an IT support company.

For more information about choosing and working with ICS, please visit the ICS website www.icsjet.com.au or the ICS Facebook page at www.facebook.com/InternationalComputerService

Activity Outline

Check router logs

Performance Monitoring/Capacity Planning

Major Software/Hardware upgrades to network backbone, including routers, WAN additions, etc.

The following tables outline the activities ICS Hardware/IT Support covers:

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Description	Frequency		
General			
Document software and hardware changes	As performed		
Test backups with restores	Monthly		
Monthly reports of work accomplished, work in	Monthly		
progress, etc.			
Systems			
Check print queues	As needed		
Ensure that all server services are running	Daily/hourly		
Keep Service Packs, Patches and Hotfixes current	Monthly		
as per company policy			
Check event log of server and identify any	As things appear		
potential issues	_		
Monitor hard drive free space on server,	Daily/hourly		
workstations			
Reboot servers if needed	As needed		
Run defrag and chkdsk on all drives	As needed		
Scheduled off time server maintenance	As needed		
Install software upgrades	As needed		
Determine logical directory structure, Implement, MAP, and detail	Revisit Monthly		
Set up and maintain groups (accounting, admin,	As needed		
printers, sales, warehouse, etc.)			
Check status of backup and restores	Weekly		
Alert office manager to dangerous conditions	As needed		
-Memory running low			
-Hard drive showing sign of failure			
-Hard drive running out of disk space			
Educate and correct user errors	As needed		
Disaster Recovery			
Disaster Recovery of Server(s) As Needed			
Networks			

Weekly

Weekly
Ongoing (As needed to maintain office

connectivity to the Internet)

Security

Check firewall logs	Monthly
Confirm that antivirus virus definition auto	As Needed
updates have occurred	
Confirm that virus updates have occurred	As Needed
Confirm that backup has been performed on a	Weekly
daily basis	
Create new directories, shares and security	As Needed
groups, new accounts, disable/delete old	
accounts, manage account policies	
Permissions and file system management	As Needed
Set up new users including login restrictions,	As Needed
passwords, security, applications	
Set up and change security for users and	As Needed
applications	
Monitor for unusual activity among users	Ongoing

Applications

Exchange user/mailbox management	As Needed
Server application management	As Needed
Overall application disk space management	As Needed
Ensure ICS supplied applications are functioning	As Needed
as designed	

Mobile Devices

Android / iPhone / Windows Mobile	As Needed
Management	
Android / iPhone / Windows Mobile	As Needed
Configuration	

Minimum Requirements

The following table shows the minimum requirements for ICS Hardware/IT Support:

Business Server(s): MS Server 2019 / 2021 & min. 1 system running AM-Win Software. Workstation(s) and P2P Server(s): MS Win 11 PRO OS

Non-Business / Non-Pro OS's charged at casual rates.

Inclusions

The following table shows what is included with ICS Hardware / IT Support:

ONSITE CHECKUPS

CASUAL LABOUR DISCOUNT (%)

Inc. a 6 Monthly and Annual Onsite Check-up*	100% for calls up to 1 hour in length
Onsite Checkups include system clean (as required)	50% for calls over 1 hour
(25% for additional onsite visits

Onsite Check-up Includes Travel & First 2 Hours Labour^{#1}.

Any extra labour or travel will be charged at the appropriate rate.

Billing Structure

ICS Hardware / IT Support Agreement Cost (per month)

# of Systems () x	\$40 per Business Server
() x	\$30 per P2P Server
() x	\$20 per Workstation
TOTAL COST =	\$xx per month

All prices are ex GST

ICS Standard Operational Hours: Monday-Friday 8:30AM-5:00PM

Any issues outside the listed ICS HW/IT Support Activities charged at casual rates

Any PCs not covered under the ICS HW/IT Support Agreement charged at casual rates.

Casual Labour Rates

CASUAL LABOUR RATES	\$/hr	Charge Per	Min. Charge
Remote / Workshop	\$120 per hour	¼ hr	¼ Hour
(Remote PC Management /			
ICS Help Desk / RDS*)			
Onsite	\$140 per hour	½ hr	1 Hour
Travel Charge	\$140 per hour.	½ hr	½ Hour

All prices are ex GST

^{*}Please see RDS Disclaimer

AFTER HOURS LABOUR	\$/hr	Minimum Charge
RATES		

Monday – Friday AH*	\$150 per hour	1 Hour
Saturdays	\$180 per hour	1 Hour
Sundays	\$240 per hour	1 Hour

All prices are ex GST

^{*}AH = After Hours, outside ICS Standard Operational Hours: Monday-Friday 8:30AM-5:00PM

Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level during standard operational hours:

TROUBLE	PRIORITY	RESPONSE TIME	RESOLUTION TIME	ESCALATION THRESHOLD
Service not available (all users and functions unavailable)	1	Within 1 Hour	ASAP – Best Effort	2 Hours
Significant degradation of service (large number of users or business critical functions affected)	2	Within 2 Hours	ASAP – Best Effort	4 Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 4 Hours	Within 8 working Hours	8 Working Hours
Small service degradation (business process can continue, one user affected).	4	within 8 Hours	Within 8 Working Hours	8 Working Hours

Incidents will be escalated to a higher priority level once the escalation threshold has expired.

Signature Page

and International Computer Service, commencing on the date this agreement is signed on. This agreement shall become effective commencing on the date this Agreement is signed by [Customer] and shall remain in effect for [x] year(s) from that date. Effective Date: ____/____ Expiration Date: ____/___/___ **TOTAL Monthly Charge:** [__ x Business Server] + [__ x P2P Server] + [__ x Workstations] = __ x \$40 + __ x \$30 + __ x \$20 = **\$ +GST / month PCs UNDER CONTRACT** Computer Name:_____ Serial #:_____ Computer Name:_____ Serial #:_____ Serial #: Computer Name:_____ Computer Name:____ Serial #: Computer Name:_____ Serial #: Computer Name:_____ Serial #:_____ Computer Name:_____ Serial #:_____ Serial #:_____ Computer Name:_____ Serial #:____ Computer Name:_____ Computer Name:_____ Serial #:_____ **INTERNATIONAL COMPUTER SERVICE** ___/___/___ Date DIRECTOR Signature WITNESS Signature [CUSTOMER] DIRECTOR / MANAGER Signature ___/___/____ WITNESS Signature

This agreement is made between [Customer] as represented by [Name], [Role]

Terms & Conditions

CS COMPUTER REPAIRS, SERVICES & SUPPORT

Introduction
The supply oncode and/or the performance of services by International
The supply of robot ("we'or "wo'r") to all its customers ("you") is offered
only and exclusively on the following terms and conditions. By requesting,
ordering or otherwise permitting us to supply goods to or perform services for
you, you hereby accept irrevocably and unconditionally our offer without
derogation or qualification.

In these conditions:

"Conditions" means these Terms and Conditions;

"Customer" or "you"means a person, firm or corporation, jointly and severally
if more than one, that requests goods or services from us;

for the service of the services of the goods (including any software) supplied
by us to you or on your behalf:

"Including" is not a word of limitation and means without limitation;

"services" means all services performed by us for you or on your behalf;

"business hours" means Monday to Friday 8:30 am to 5 pm AEST, excluding
public holidays;

"KS" or "we" or "us" or "ou" means International Computer Service (ABN 66

public holdays, "us" or "our" means International Computer Service (ABN 66 052 930 743); and "Party" and "Parties" means (severally and not jointly) ICS and/or the Customer as the context requires.

) Basis of Contract Unless otherwise agreed by us in writing, these Conditions apply to every ply of goods and provision of services by us to you and cannot be varied, ended or supplemented by any other terms or conditions without our prior

written consent. 2.2 Any written quotation provided by us to you concerning the proposed supply of qoods or services is valid for 30 days and is an invitation only to you to place an order based upon that quotation. These Conditions may be supplemented by additional terms in our quotation which are not inconsistent with these

3.0 Charges and Payment
3.1 Payment for goods and services must be made by cash or credit card on or prior to the supply of the qoods or the performance of the services unless you have a credit account with us. Credit card payments will attract a Merchant Service Fee (MSF) of 1% for Visa or MasterCard.
3.2 All our visits are chargeable and are charged in half hour units after the first hour. Any part thereof is chargeable at the same rate as a full half hour.
3.4 Where there is any chance in the costs incurred by us in relation to the goods or services, we may vary our price for goods or services on order to take account of any such change, without giving notice to you.
3.6 Surcharges may be applied on same day and/or outside business hours visits.

As Surcharges may be applied on same day anyor outside business nours.
3.3 Tyly oun ominate and are approved for the pools (s) or service(s) you have purchased to be invoiced, you may be charged an account fee per invoice issued. This few will be advised in advance.

3.8 Support Packs (Prepaid Hours):
(a) Once you have purchased a block of prepaid hours it cannot be cancelled.
(b) You are oblited to pay for the services that It's acrees to provide you with the necessary maherials or information for It's 1s of elivier the services to you, you are still liable to It's for full payment.
(c) All phone and remote support is billed against your Support Pack in quarter hour units. Any part thereof is chargeable at the same rate as a full quarter hour.

4.0 Payment Default
4.1 If you default in the payment by the due date of any amount payable to us, or if any cheegue drawn by you is dishonoured, then all money which is then due as well as all monies that are payable by you to us at a later date on any account, shall be due and payable immediately without the requirement of any notice to you, and we may, without prejudice to any other right or remedy (a) charge voi interest on any sam due at the rate of 2% showe the corporate reference rate of our principal banker. This interest shall be calculated daily and compounded every 30 days for the period from the death of the date of payment in full; and (b) charge you for all expenses and costs (including debt collection commission and fees, legal costs on a full indemnity basis and dishonoured cheque fees) suffered or incurred on us resulting from the default, including basine ynhatever avoidance of doubt, shall include engaging Dun 8 Bradstreet or other debt collection aeency to seek to recover the amounts due); and (c) cease or suspend for such period as we think fit, supply of any further goods or services to you; and (d) by notice in writing to you, terminate any contract with you so far as unperformed by us, without effect on our accrued rights under this or any other any contract.

5.0 Passing of Property
5.1 Until full payment in cleared funds is received by us for all goods supplied by us to you, as well as all other amounts owing to us by you:
(a) title and property in all goods remains vested in us and does not pass to

(a) the ean property in all goots remains vested in its and ooes not pass to (b) you must hold the good as falkculary balles and agent for us; (c) you must keep the goods separate from your other goods and maintain the labellina and packagina of the agoods of the proceeds of any sale of the goods on trust for us in a separate account, however any falure to do so will not affect (e) we may, without notice, enter any premises where we suspect the goods on the property of us, and for this purpose you irrevocably license us to enter such premises and shall also indemnify us and hold us harmless from and against all costs, daims, demands or actions by any party arrising from such action.

6.0 Risk and InsuranceThe risk in the goods and all insurance responsibility for theft, damage or otherwise in respect of the goods shall pass to you immediately upon delivery of the goods to the premises nominated by you.

7.0 Performance of contract

A verioritaries of controllery of coods or provision of services stated by us is intended as an estimate only and is not a contractual commitment. We will use our reasonable endeavours to meet any estimated dates for delivery of the coods or completion of the services. 7.2 Whits every attempt will be made to perform the repairs onsite, it may be mecessary to return your system to our base or third party for diagnosis and

Received to return your system to during barry to diagnosts and repair.

8.0 ICN Warranties

8.1 If we cannot provide you with a solution to your problem, we will not charge you for those services in respect of that problem (No Fix, No Fee Guarantee). In some cases, the solution may be that you nied to upgrade or replace your control of the solution with the solution of the problem of the control of the cont

You also acknowledge that your use of such software may be suijex. to a um-party licence.

8.6 We shall honour all terms (if any) that are implied under applicable State and Commonweshit laws concerning the supply of the goods and/or the performance of the services and nothing in this dause 8 seeks to restrict, modify or exclude such terms. Our express warranty and guarantee are in addition to and do not affect your statutory rights and remedies accordance with our Privacy Policy which can be viewed later in this focument (REVIACY POLICY). You must read and shall be deemed to have read the Privacy Policy. You agree and consent irrevocably to our use of your personal information in accordance with the Privacy Policy to use of your personal

9.0 Customer's Responsibilities
9.1 You shall be solely responsible for all data inputs, the manner of use of the goods by all those to whom it provides access and all outputs derived, and all other results of such processing.
9.2 You shall comply, at your own expense, with any recommendations and guidelines with respect to the use of the goods, including any adjustments or collateral to the use of the goods, including any adjustments or collateral to the use of the goods, including any adjustments or collateral to the use of the goods and and software that is incidental or collateral to the use of the goods.
9.3 You shall ensure that your operators are adequately trained and informed as to the use of the goods and shall comply with quidelines and procedures supplied by us and/or any third party manufacturer from time to time.
9.4 You shall perform general "housekeeping", testing, adjustment and/or maintenance as recommended by us in respect of any goods supplied by us in order to maximise the availability of and performance of the goods or permit performance by us of any of our obligations hereunder.

9.5 You shall perform general "housekeeping", testing, adjustment and/or maintenance as recommended by us in order to maximise the availability of and performance of the goods or permit performance by us of any of our obligations hereunder.

9.6 You shall perform general "housekeeping", the third performance with a polication which may be recommended by us or otherwise required as a matter of prudence in connection with the performance by us of any of our obligations hereunder, for example, but without limiting the denerality of the foregoin, advising your staff of system restarts or scheduled downtime, recording of error information, and will co-operate with other systems administration activities such as, but not understance and the performance of the goods of the personal information by you to ICS and that you have obtained all necessary consents required under the Privacy Act 1988 (Chi) in relation to the dis

along with a product key for una sockwere.

10.0 Labelity
10.1 To the full extent permitted by applicable law, all conditions, warranties, representations, indemnities and quarantees with respect to the goods and/or the services, or other goods or services that may be provided by ICS under these Conditions, that may otherwise be implied by statute, law, equity, trade custom, prior dealings between the Parties or otherwise (including, but not limited to, any implied warranty of merchantability, finess for particular, of the product of the pr

liability to you for any and all breaches of any term or terms of these Conditions, whether express or implied, shall be limited to:

10.2.1 subject to sub-clauses 10.2.2 and 10.2.3, the aggregate amount of the breach; considering the subject to sub-clauses 10.2.2 and 10.2.3, the aggregate amount of the subject in the date of the breach;

10.2.2 in relation to goods if supplied to you as a consumer (as defined in the Competition and Consumer Act 2010);

(a) the replacement of the goods or the supply of equivalent goods; or (b) the replacement of the goods or payment of the cost of having the goods; experiency, as in each case we may elect; and 10.2.3 in relation to services if supplied to you as a consumer (as defined in the Competition and Consumer Act 2010);

(a) the supplying of the services again; or (a) the supplying of the services again; or (a) the supplying of the services supplied again, as in each case we may elect.

10.3 In no event shall we be liable to you or to any third party under or in connection with these Conditions or in respect of the use of (or failure or performance of) the goods or the supply of the services for:

(a) any third party;

(b) our actions that were expressly or impliedly authorised by you, or by your employees or agents;

(c) accident, misuse or about of the supply of the survices for:

(a) any third party;

(b) our actions that were expressly or impliedly authorised by you, or by your employees or agents;

(c) products (including any hardware or software) not licensed or supplied by us that are attached to or used with the goods;

(f) your failure to provide a proper operating and working environment for the goods;

(g) only one survice of failure.

(g) acts of God or acts outside our reasonable control;

(g) any other condition not arising under normal operating conditions; or (k) normal were and tear; or

10.3.2 any loss or damage of my nature arising or caused directly or indirectly or indirectly or indirectly or active and the promises normal and pressure or failure.

(

11.0 Copyright in Software
11.1 We will not be responsible to you or any third party for any breach of any software licence in respect of software provided to us by you to be installed on

software licence in respect of software provided to us by you to be installed on your computer.

11.2 You hereby warrant that you have a valid licence in respect of such software and shall indemnify us and hold us harmless against any loss, damage, costs, harm or other expense whatsoever arising either directly or indirectly as a result of us installing software at your request.

12.0 Cancellation
12.1 If, through circumstances beyond our reasonable control, we are unable to effect delivery or provision of goods or services, then we may cancel your order (even if it has already been accepted) by notice in writing to you.
12.2 If you give us less than therefly four (24) hours notice to cancel any the control of the control of

- Use of the equipment for a purpose for which it was not designed Alteration or amendment to the equipment otherwise than by ICS or with the prior written approval of ICS. Use of equipment not supplied by ICS unless previously approved by ICS. Accidents such as fire lightning or floods. Accidents such as fire lightning or floods. Rection to see of the equipment are accident of the equipment unless previously agreed with ICS.

- ICS
 Use of ancillary equipment not suitable for use with the
- Electrical work external to the equipment. Fluctuation in electricity supply

- Poor environmental conditions
 Damage caused by VIRUS, MALWARE, SPYWARE or lack of
 FIREWALL when updates have not been installed or where
 an update has not yet become available.
 Included Onsite Check-up is not available to customer
 outside a half hour radius. If required, travel charges will
- apply. #1 (from Support Levels Table) First hour of labour is not included if monthly visit is requested for a weekend or after hours.

REMOTE DESKTOP SUPPORT DISCLAIMER

By requesting and accepting a remote session from a Remote Desktop Support (**RDS) representative to remotely assist you with a technical related issue, you shall be a support of the property of the prop

PRIVACY POLICY

About this policy

The Privacy Act 1988 requires entities bound by the Australian Privacy Principle

to have a privacy policy. This privacy policy outlines the personal information

badding practices of international Computer Service ABN 66 652 930 746

to have a privary policy. This privacy policy outlines the personal information handling practices of International Computer Service ABN 66 052 930 748 (**ICS*), we' or 'us'). The specific legal obligations of ICS when collecting and handling your personal information are outlined in the *Privacy Act 1988* and in particular in the Australian Privacy Principles Fround in that Act. We will update this privacy policy when our information handling practices change. Will you we collect your personal information will update this privacy policy when our information handling practices change. Will you we collect volume personal information and support services for your computer and peripheral devices, including collateral services. We always try to collect only the information we need for the particular services that you have asked us to provide to you.

What personal information do we collect and store?

The personal information we collect and store will depend on why you contact us and on which ICS services and products you order and/or subscribe to. The information may include:

• • your name and contact details, including your physical

- your name and contact details, including your physical address, email address and telephone number(s);

Now do we short/hold your personal information?
All your information is stored event.
All your information is torsed event.
All your information systems.
What if you don't provide us with your personal information?
If you don't provide your personal information to us, we may not be able to properly provide our service to you, administer your account, verify your identity and/or let you know about other products and services that might be with the providence of the providence of the your products and services that might be when will we notify you that we have received your information?
When will we notify you that we have received your information?
When will we you how and why we collected your information who we may disclose it to and how you can access it, seek correction of it or make a
Disclosure

disclose it to and how you can access it, seek correction of it or make a complaint.

Disclosure

Disclosure

and the protection of your personal information is very important to us. We do not disclose your personal information to any other person, organisation or entity except our contracted service providers.

ICS uses a number of service providers to whom we disclose personal information only in order to provide our services to you. These include providers that host our website servers, manage our IT and provide third party specialist repair services to our customers.

Quality of your personal information
To ensure that the personal information we collect is accurate, up-to-date and complete we do one or more of the following (where practicable and relevant):

* record information in a consistent format;

promptly add updated or new personal information to existing records; and/or every personal information to existing records; and/or every personal information in a consistent format;

The accuracy of your information is of course largely dependent on what you provide us. To make sure we've got your most current and accurate details, please let us know when your information changes (e.g., if you change your name or move house).

Security of your personal information is a high priority for us. We take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- - confidentiality requirements of our employees; security measures for access to our system; other security measures in our system (including keeping a record or 'audit trail' of when someone has added, changed or deleted personal information); electronic security measures in our system like firewalls and data encryption; and control of access to our office.

emailing us at sales@icsjet.com.au
writing to us at PO Box 610, Browns Plains, QLD 4118.

We are committed to resolving your complaint and doing the right thing by our customers. Most complaints are resolved quickly, and you should hear from us within five business days.

If you are not satisfied with our response you may ask for a review by a more senior officer within LCS (if that has not already happened).

If you still feel your issue hasn't been resolved to your satisfaction, then you can raise your concern with the Office of the Austrialan Information

- omitte att. www.oac.gov.au/privacy by phone on: 1300 363 992 via email to: enquiries@oaic.gov.au in writing to: GPO Box 2999, Canberra, ACT 2601 fax on: +61 2 9284 9666.