



# Service Level Agreement (Advanced)

### Client Details

Registered Name : \_\_\_\_\_  
 Registration Number or ID : \_\_\_\_\_  
 Trading Name : \_\_\_\_\_  
 Vat Number : \_\_\_\_\_  
 Physical Address: (The Site) \_\_\_\_\_  
 \_\_\_\_\_  
 Code: \_\_\_\_\_  
 Postal Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Code: \_\_\_\_\_  
 Tel: ( \_\_\_\_\_ ) \_\_\_\_\_  
 Fax: ( \_\_\_\_\_ ) \_\_\_\_\_  
 Cell: ( \_\_\_\_\_ ) \_\_\_\_\_  
 Contact Person : \_\_\_\_\_  
 E-mail address: \_\_\_\_\_

### Service Details

Standard Terms and Conditions apply. Advanced IT will endeavor to meet the benefits described. Subscribers to this service agree that Advanced IT and its employees and management will not be held responsible for matters not within their control. Subscribers furthermore agree that service measurements will only apply to service requests that are logged and Job Card numbers obtained from the Advanced IT call center and that the logging of such requests will only be done during the operational times of the call center during week days.

Subscription fees are payable monthly in advance.

The obligation to supply service will be suspended should the monthly subscription fees not be paid within 7 days from the due date as stipulated in the agreement. Resumption of service will take place after all due fees are settled .

### Termination

Advanced IT reserves the right to terminate service unilaterally without providing reasons for the termination giving one calendar months notice. Clients are required to give Advanced IT one calendar months notice.

### Declaration and Instruction:

On the acceptance of this application, I / we hereby request, instruct and authorize Advanced IT to debit my / our bank account detailed hereunder all amounts becoming due on a monthly basis and to continue uninterrupted until this debit order is cancelled in writing and according to the terms and conditions governing the agreement. I/we have read, understand and agree to be bound by the terms and conditions and declare that the information given is true and correct. I/we hereby consent to Advanced IT credit vetting the application. I/we agree to pay any penalty bank charges relating to this debit order instruction.

Account Name: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Branch Name: \_\_\_\_\_

Type of account: Cheque  Savings  Transmission

Bank Account Number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Authorized Signature : \_\_\_\_\_

Date: \_\_\_\_\_ dd / mm / yyyy

Please supply:

Copy of ID (Signatory) and Letterhead (Companies only)

### Advanced IT contact details



Call centre 0861 932786

Call centre Fax 086 521 2576

Support e-mail support@advancedit.co.za

Postal Address : P O Box 1540, New Germany, 3620

Website : www.advancedit.co.za

### Maintenance

### Service Level Agreement (Advanced) at R1399.00 pm

- Up to 10 PC's and 1 Server
- 3 Hrs. on site support per month.
- 4 Hrs. telephonic / remote support per month
- Max response time to site 4 Hrs.
- Unlimited support via email
- Call-out fees after the 1 Hr @ 10% discount
- Loan equipment for warranty claims
- Annual Hardware audit including network
- Annual Independent Anti-Virus & Anti Spy-ware check and report

### Additional PC's @ R40pm

Terms and conditions apply ( see attached document )

Includes up to 40km travel

Inclusive of VAT

Office use only

Activation By: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_ dd / mm / yyyy

Database Updated

Invoicing

## Advanced IT Service Level Agreement

### Terms and Conditions:

1. On Site support: the on site support will be for a maximum hours as stipulated in the subscriber agreement and will be measured in half hour (thirty minute) segments. Any one call out for support on the site will not be less than one hour albeit part thereof. Time in access of one segment will be measured in segments of thirty minutes albeit part thereof. Clients will be required to sign a Job Card indicating the time spend at the site, the work done and the completion albeit not of the work required. Any hardware supplied other than loan units, will be for the account of the subscriber.
2. Telephonic support: The subscriber may at his/her convenience call the call center number, 0861 932 786 during times of operation for telephonic support. If the support staff cannot resolve the issue it may be escalated to a senior engineer for further telephonic support. The duration of such support will be reflected on a Job card created by the Advanced IT call center and the conversation will be recorded for reference. The maximum time of the cumulative support per calendar month will be as reflected by subscriber agreement and the subscriber agrees that any additional time spend will be for his/her account and will be billed at a rate of R375.00 (Three hundred and seventy five Rand) per hour. Billing will be done at increments of thirty minutes or part thereof.
3. The maximum response time: the maximum response time as per the subscriber agreement will be from the time that the request is logged at the call center. Requests can be logged during the operational time of the call center and the response time will be measured excluding Saturdays and Sundays. Failure of Advanced IT to meet the response times will result in the subscriber not being debited for the time spend at the site or alternatively, after the initial on site time has been used in any one month, the subscriber not billed for the site visit. This provision excludes: (i) any material or hardware save loan equipment used to resolve issues. (ii) matters that are out of the control of Advanced IT that may cause any delays to respond timeously as per the subscriber agreement.
4. Loan equipment: where available and possible, Advanced IT will endeavor to assist the subscriber by supplying loan equipment whilst warranty claims are addressed. Advanced IT will under no circumstances be obliged to supply loan equipment nor warrant the performance of such equipment, nor be held accountable for loss, direct or indirectly caused by the use of such equipment and the subscriber, by signing this document will indemnify and hold Advanced IT unaccountable for any such loss. The subscriber is liable for insuring the loan equipment while on the clients site.
5. Annual Hardware audit including network ; will be conducted at a time that Advanced IT will agree to and will be done during normal working times. The "lite" version will include the scanning of PC's for hardware faults, software conflicts and required upgrades as per the software automatic update facilities, the settings required for the LAN to function. . In addition, the "standard" version will include the standard anti Virus and Anti Spyware scans as deemed fit by Advanced IT as well as the scanning of company servers that are located on the site. This services will generate a report and Advanced IT will not be responsible to fix the problems that are found. Findings and recommendations as per the report are for evaluation by the client or his/her appointed IT person(s) only.
6. Where applicable and according the subscriber agreement, Advanced IT will supply hardware relating to the subscriber's IT environment, This facility is subject to Advanced IT price list from approved suppliers and the availability of the required equipment. Suppliers standard terms and conditions, warranties and guarantees apply and Advanced IT will not be responsible for the replacement or repairs to the equipment and or hardware supplied.