



## **“Pay As You Go” Maintenance Cover**

### Terms and Conditions

**We operate a “Plain English” policy for all our documents.**

#### **Outline Service Description**

i7 Technologies Limited offer maintenance of Computer Hardware and Software on a Pre-Paid Hours Basis also known as Pay As You Go (**PAYG**).

The prepaid time purchased can be used for all engineering services offered by i7 Technologies Limited which at the present time includes:

- Onsite Engineer Visits
- Remote Fixes
- Telephone Fixes
- Workshop Engineering Services
- Training

#### **Purchasing Time Units**

Time Units can be purchased in “Blocks” of 5,10,20,50 and 100 hours, they are consumed by 0.5 hour. (e.g. 10 Units could consist of 20 x ½ hour calls)

#### **Time Units – Expiry**

Time Units last for 12 Months from the date of purchase. Any units not consumed within this period are no longer valid.

#### **Time Units - Use**

A Time Unit will be used when an engineer or technician is onsite or carrying out work on your equipment with a granularity of 0.5 hour.

PAYG Time Units are NOT consumed during travelling time up to one hour.

PAYG Time Units are NOT consumed for the first 0.5 hour of telephone support

Time Units are consumed with a minimum of 0.5 Hour

If a problem is determined to require the attendance of multiple engineers, then each engineer will be consuming units.

#### **Call Out Charge**

There is no “Call Out” charge for onsite support.

#### **Length of Cover**

The minimum length of PAYG Cover is the length of time taken to consume the Time Units purchased.

The maximum length of a PAYG Cover is 12 Months from date of purchase

### **Response to Call Out**

All calls for assistance must be made to **01948 820787** in order that problem escalation will take place. Clients using PAYG Hours can expect an engineer to contact them within 30 minutes from the time of call placed, the problem level will be ascertained and then either a telephone or remote fix will be attempted, if this is not possible or appropriate, then an engineer will be despatched to site within 4 working hours. Note: In all cases, engineer response is with "best endeavours".

### **Priority**

Within the scope of call priority, calls from clients who have purchased PAYG Units will be given a higher priority than those from "Ad Hoc" service clients.

### **Accounting**

When any units are consumed within a calendar month, then a statement of remaining units will be provided. When all purchased units have been consumed, or a prearranged minimum level has been reached, you will be notified to enable you to purchase more units as required.

### **Unit Cost**

The current charge for 1 Time Unit (1 Hour) is £60.00 + VAT

### **Payment**

PAYG Time units must be paid for with cleared funds being received prior to work commencing. If funds have not been received, then the call will be classified as "Ad Hoc" and relevant travelling and engineering charges will be applicable.

### **Refunds**

If you purchase PAYG Time Blocks and no portion of them are used. If you wish to cancel the cover you may do so within 14 days and we will refund the full amount paid. After 14 Days, or once any portion has been consumed then the remainder is non-refundable.

### **Exceeded Time Units**

Should an existing call exceed the purchased time units before it is resolved, then the problem will be resolved and an invoice raised for immediate purchase of Time Blocks to cover the exceeded time.

### **Cover Hours**

Hours Covered are 08:30 AM to 17:00 PM Monday to Friday.

Bank Holidays and Public Holidays are excluded from cover, however special arrangements can be made as required.

### **Weekend and Out of Hours Working**

Time blocks will be consumed at a rate of 1.5:1 on Saturday and 2:1 on Sunday/Bank Holidays for prearranged work

### **Transfer and Sale of Time Blocks**

Time blocks are not transferable with the exception of "within company" transfers.

### **Travelling Expenses**

Travelling expenses such as Train, Taxi, Hire Cars and Flights are chargeable in addition to the consumption of time units.

Travelling Time up to one hour will not be charged if you have purchased PAYG Hours

## **Answers to common questions about PAYG Cover.**

### **Q. Does PAYG Cover cover parts and labour ?**

**A.** No, PAYG covers only Time (labour).

### **Q. If parts are used, how will these be paid for ?**

**A.** You will be invoiced separately for these on agreed terms.

### **Q. Can we purchase Units at any time ?**

**A.** Yes, you can "Top Up" your account whenever you require

### **Q. What if we get to the end of a 12 Month period and have time units left over ?**

**A.** You can utilise these for Preventative Maintenance, Training or any other relevant Task

### **Q. If I run out of units and you are still working on a problem will you stop work?**

**A.** No, but we will invoice you for additional time blocks to cover the remaining works.

### **Q. Can we purchase parts using Time Blocks**

**A.** No, Time Blocks are fixed price and are only used for labour charges.

### **Q. Can we "cash in" time blocks that are not used at the end of the year.**

**A.** No, Time Unit Blocks are non refundable after 14 days from the initial purchase or when any portion of the time has been consumed.

### **Q. Are the blocks at a fixed price?**

**A.** Yes, when you purchase time, it is fixed at the rate you purchase it, should we need to increase the cost of units, then you will only see this increase when you purchase the next block.

### **Q. We have a site in London and would like you to attend, what would the charges be ?**

**A.** The first hour of travelling is included, if we are to travel by train, then you would be invoiced for the Train Ticket. Time units will be consumed after one hour for the duration of the call.

### **Q. We need some telephone advice, is this covered ?**

**A.** Telephone fixes and advice up to 0.5 hours on any one subject is included as a PAYG Cover Customer. After 0.5 Hours, you will start to consume time units accordingly.

## **PAYG Summary**

- Payment is only for Hours Used
- No Call Out Charges
- Travelling Charges up to 1 hour are included
- Telephone Fixes up to ½ hour included for any single fault
- Remote Fixes ½ hour charge
- Priority over Ad Hoc Clients
- Regular Statements of Hours Used
- No Fixed Term Contract