

aspadmin weekly

- Weekly maintenance visits at a predetermined time to perform any tasks necessary
- Any server modifications (such as new users, file permissions etc)
- Installation of new software – not supported by external companies
- Staff refresher training in simple processes
- Moving of computing equipment
- Computing advice
- New technology information
- Unlimited phone support – system orientated not application orientated
- A guaranteed 4 hour response time 24x7 to any problems you may have
- A guaranteed onsite attendance as soon reasonably possible for issues deemed to be Priority 1
- Weekly Server Checklist monitoring virus protection, updates, backups, disk space, RAM, error logs etc.
- Other general computing needs that an in-house systems administrator would do
- Maximum number supported with **aspadmin weekly** is 50 PC's and 2 Servers

\$1,521.00 ex GST per month

Minimum Contract 12 Months

aspadmin fortnightly

- Fortnightly maintenance visits at a predetermined time to perform any tasks necessary
- Any server modifications (such as new users, file permissions etc)
- Installation of new software – not supported by external companies
- Staff refresher training
- Moving of computing equipment
- Computing advice
- New technology information
- Unlimited phone support – system orientated not application orientated
- A guaranteed 4 hour response time 24x7 to any problems you may have
- A guaranteed onsite attendance as soon reasonably possible for issues deemed to be Priority 1
- Fortnightly Server Checklist; virus protection, updates, backups, disk space, RAM, error logs etc.
- Other general computing needs that an in-house systems administrator would do.
- Maximum number supported with **aspadmin fortnightly** is 25 PC's and 1 Server

\$1,154.00 ex GST per month

Minimum Contract 12 Months

aspadmin remote

- A guaranteed 4 hour response time 24x7 to any problems you may have
- Remote maintenance of network to perform any tasks necessary
- Monthly Server Checklist; virus protection, updates, backups, disk space, RAM, error logs etc.
- Unlimited phone support – system orientated not application orientated
- Unlimited remote support
- Maximum number supported with **aspadmin remote** is 15 PC's and 1 Server

\$367.00 ex GST per month per site

Minimum Contract 12 Months

aspadmin monthly

- A guaranteed 4 hour response time 24x7 to any problems you may have
- A guaranteed onsite attendance as soon reasonably possible for issues deemed to be Priority 1
- Monthly maintenance visits at a predetermined time to perform any tasks necessary
- Monthly Server Checklist; virus protection, updates, backups, disk space, RAM, error logs etc.
- Unlimited phone support – system orientated not application orientated
- Maximum number supported with **aspadmin** monthly is 15 PC's and 1 Server

\$544.00 ex GST per month

Minimum Contract 12 Months

aspcover plus

- A guaranteed 4 hour response time 24x7 to any problems you may have
- A guaranteed onsite attendance as soon reasonably possible for issues deemed to be Priority 1
- One 2 hour maintenance visit every 8 weeks at a predetermined time to perform any tasks necessary
- Unlimited phone support – system orientated not application orientated
- Maximum number supported with **aspcover plus** is 5 PC's and No Server

\$336.00 ex GST per month

Minimum Contract 12 Months

aspcover

- An appointment is made to assist to any problems you may have
- A guaranteed onsite attendance as soon reasonably possible for issues deemed to be Priority 1
- One 2 hour maintenance visit every 12 weeks at a predetermined time to perform any tasks necessary
- Unlimited phone support – system orientated not application orientated
- Maximum number supported with **aspcover** is 5 PC's and No Server

\$277.00 ex GST per month

Minimum Contract 12 Months

asp site remote

- **Only available in conjunction with another asp support product**
- Response time relative to core **asp** support product
- A guaranteed onsite attendance as soon reasonably possible for issues deemed to be Priority 1
- Unlimited phone support – system orientated not application orientated
- Maximum number supported with **aspcover** is 5 PC's and No Server

\$277.00 ex GST per month

Minimum Contract 12 Months

asp Casual Support and Maintenance Schedule

Task	Individual Events Amount Inc GST	Minimum Charge Inc GST
aspspeak support	\$5.20 per minute	\$52.00
asponsite support ¹	\$241.00 per hour	\$482.00
aspremote support	\$7.25 per minute	\$72.50
aspemail support	\$4.10 per minute	\$41.00
aspcentre support (lev3)	\$49.00 per 15 minutes	\$196.00
New Software Testing ²	\$182.50 per item	\$182.50
New Hardware Testing ³	\$182.50 per item	\$182.50
NB: All charges are billed monthly with 7 days to pay for clients with no support plan in place.		

¹ Up to 30 minutes of travel time from **asp**'s office is included free of charge.

² All software testing is to be performed at the office of **asp**, and freight cost is borne by the client.

³ All hardware testing is to be performed at the office of **asp**, and freight cost is borne by the client.

asp support requirement

aspcover	\$277.00	<input type="checkbox"/>
aspcover plus	\$336.00	<input type="checkbox"/>
asp site remote	\$277.00	<input type="checkbox"/>
aspadmin monthly	\$544.00	<input type="checkbox"/>
aspadmin remote	\$367.00	<input type="checkbox"/>
aspadmin fortnightly	\$1,154.00	<input type="checkbox"/>
aspadmin weekly	\$1,521.00	<input type="checkbox"/>

Total:	<input type="text"/>
GST:	<input type="text"/>
Total + GST:	<input type="text"/>

Paid Instalments of: 1 month 3 months 6 months 12 months 24 months

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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For a Contract of: 12 Months 24 Months 36 Months 48 Months 60 Months

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Accounts are subject to the limits listed above. Understand that support will be suspended if accounts fall into arrears. Support Services may be manipulated at any time, however the current monthly agreed services will be charged to the date of change with the new charges taking effect from the date of change.

All ongoing access, goods and services will be billed separately to the instalments required for the designated support period.

asp Terms of Engagement Addendum

I / We, of _____

have read, understood and agreed upon the **asp** Terms of Engagement located at apps.com.au/tofe.asp and are aware that the products and services purchased and/or applied for in this document are governed by the aforementioned **asp** Terms of Engagement.

I/We are authorised by the above company to purchase and/or apply for products and services accordance with the **asp** Terms of Engagement that cover this document.

Name	<input type="text"/>
Signed	<input type="text"/>
Name	<input type="text"/>
Signed	<input type="text"/>

Date / /