

# FNQRDG IT Support Terms and Conditions

## 1. Charges

1.1 The current rate for a technician is:

	<i>Phone Support Remote Support</i>	<i>Normal Hours 8am to 5pm</i>	<i>Out of Hours (inc. Public Hols)</i>
<b>All Members</b>	\$88.00 / hour	\$88.00 / hour	\$132.00 / hour

- 1.2 There is a minimum of a one (1) hour, after which the technician's time is billed in 30 minute increments.  
1.3 Emergency call outs will incur a minimum of a three (3) hour charge out, after which the technician's time is billed in 30 minute increments at the emergency call out rate of \$176.00 / hour.  
1.4 The technician's time is charged from leaving the office to returning to the office.  
1.5 Remote support (VPN, PC Anywhere, etc) and Phone support are billed in 15 minute increments  
1.6 Invoices presented by Far North Queensland Rural Division of General Practice, shall include all relevant Government charges. (e.g. GST)

*Note: FNQRDG can, at its discretion, change the current charge out rates at anytime but will notify in writing to all customers at least 14 days prior to implementing any changes.*

## 2. Payment

- 2.1 All customers are provided with an account with Far North Queensland Rural Division of General Practice.  
2.2 All accounts are payable strictly within fourteen (14) days from the submission of the Tax Invoice; the due date will be clearly visible at the bottom of every invoice.  
2.3 Far North Queensland Rural Division of General Practice can refuse to carry out further work if payment for any previous month's work is overdue.

## 3. Warranty

- 3.1 A thirty (30) day warranty period, commencing on the date of completion, applies to labour described on the invoice/invoice summary. Subsequent faults that may later occur which are not identified in the initial fault report, and are not evident during the course of the job, are specifically excluded from the warranty.  
3.2 In the cases where hardware is provided, the warranty on those parts supplied shall be the responsibility of the parts manufacturer *not* Far North Queensland Rural Division of General Practice. Warranty details on specific examples are available on request.  
3.3 Warranty claims found to be software or configuration errors or caused by the user will attract a standard labour charge.  
3.4 **While all care is taken, no responsibility will be accepted for loss or damage to data.** Important records and data must be backed up before the equipment is presented for repair.

*Note: All data on the faulty computer and attached network is considered the responsibility of the customer.*

## 4. General

- 4.1 All software to be reloaded by Far North Queensland Rural Division of General Practice, including the operating system, must be legal (Non-Copyright infringing) and supplied by the owner of the computer.  
4.2 All service calls will be attended to within the agreed time frame. Far North Queensland Rural Division of General Practice reserves the right to extend these times in the event of abnormal workloads outside of its control. *Note: at times the IT Support staff may be unavailable due to training, illness or other FNQRDGP commitments; in these circumstances, FNQRDGP accepts no liability for any loss of problem associated with the service not being available.*  
4.3 Far North Queensland Rural Division of General Practice will re-configure the operating system and applications as required, however while all care is taken, the performance of the system or software cannot be guaranteed.

## 5. Disclaimer

- 5.1 The endorsee hereby authorises Far North Queensland Rural Division of General Practice and its employees and contractors to perform all work required to bring the item to a reasonable working condition. This includes removal of components and software and the reformatting of hard drives.  
5.2 The supply and re-installation of software and backups shall remain the responsibility of the customer.  
5.3 Far North Queensland Rural Division of General Practice reserves the right without liability, to refuse to proceed with a job without cause or need for explanation.