

## NETWORK CHARGES

You have asked about network charges on your invoice, what it is, what does it cover and why is it charged.

First, let us point you to clause 10 in your service agreement. The first 90 days of your service contract with us network support is completely free. We will engage where ever we can to help you set up your machine to work with your infrastructure. If you cannot find a copy of your service terms we always keep a copy on our website at <http://technodocs.co.uk/serviceterms/>.

So as to what it is and what it covers. The best way of approaching this is to say that the service cover you have on your machine covers the device for breakdowns through wear and tear or breakages and occasionally the odd paperclip. Additionally, of course, the toner that you use.

These machines are however quite sophisticated and sit on your company's network. Our service support does not cover your network. So, people may from time to time change their email supplier from say 1&1 to Office 365, they may move the machine onto another domain or simply cause it to have another IP address. All of these events are not breakages on the machines or caused by the machine but by the company or its users. Because of these changes the machine may need to be reconfigured. That is what the network charge covers. It means you can ring and say the machine has stopped sending emails which often means you have changed something and now the machine cannot send email. Its not broken it just no longer can see its way our on your network.

We cannot cover the cost of sending someone to reconfigure the machine if a client has changed things causing the machine not to work. These things are sometimes difficult and lengthy to configure as a lot of clients don't exactly know what's been done and don't have access to passwords and routing information. So rather than send a bill based on time, these costs are also on the website, we charge a notional figure each quarter to cover that eventuality.

You can give notice to the charge but please be aware calls relating to things you have done of that nature will be charged at an hourly rate. As this is written the first hours charge is £165 for the call out, a day rate is £795, but please check the website for rates.

If you wish to give notice please do so in writing giving 30 days notice.

To be clear this cover is not IT cover and if as a result of say an IT failure two of your computers cannot print or your exchange server has failed, and the copier won't send emails that is something your IT provider needs to address. Should you want cover of that nature we are happy to talk to you and quote you depending on your requirements.

We hope this explains what the charge is however, if you have any other questions please don't hesitate to ask us.