

MONITORING SOFTWARE (PIPs) CHARGES

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

First, let us point you to clause 4 paragraph 4 of your service agreement which states 'Should you use our software to monitor your devices then we may charge for the software's use £5.00 per month to cover license fees and upgrades. Should you choose not to use the software then you will be responsible for ordering toner and supplying counter readings. If you do not do so prior to the billing period as required, then we shall estimate your usage as appropriate'. If you have not got a copy of your service agreement to hand then a copy of our terms is published at <https://technodocs.co.uk/serviceterms/>.

The consequence of not being able to run the software is threefold:

We cannot monitor and automatically order toner for you. This means that you may unexpectedly run out of toner unless you ring us and order manually. There will be a £5.00 delivery charge for a manual order as it involves far more steps than would normally be the case.

We cannot provide you with billing that reflects accurate meter readings. We will ring and attempt to get a manual meter reading but if that is not successful then bills may be estimated and only adjusted in the following quarter if we get the correct readings then.

Proactive error notifications come through this software. If we do not get the service or part alerts from the machine it may mean that the machines will stop working more frequently. Whilst we will of course repair the machine under the service agreement it will inevitably cause delay and we do not want you to think it is a drop in our service response.

Until recently (June 2020) we have been able to absorb the charge for license fees which we pay for the software however, having now received an Increase In those charges from our supplier we have had to pass on at least the increase in costs. The software is essential to the smooth running and supply of toner. In the future it will need to be added to the click rate of each machine. In the meantime, until existing contracts expire, we need to offset the increased costs of supply and we feel in being open and itemizing this cost we are being transparent with our clients.

Should clients not be running the software then in accordance with clause 4 of the agreement 'Should you choose not to use the software then you will be responsible for ordering toner and supplying counter readings. If you do not do so prior to the billing period as required, then we shall estimate your usage as appropriate.' we may charge additionally for each toner delivered.

No one is ever pleased to see costs increase, and we have tried to absorb these increases, but it is essential that we maintain this software for the smooth running of the devices.