

Time Based Billing

Rules of Engagement



You have been referred to this document as our ticket system has flagged that you do not have a support agreement, and thus are expecting to be billed on a time used basis.

To achieve a positive customer experience, we feel it is important to communicate expected time & costs upfront. However, as there is work that needs to be done before we are able to understand the nature of the request, there must be a mechanism to enable us to commence work quickly.

To achieve this, we have developed what we like to call our "Rules of Engagement" – setting out the categories of work, urgency, and volume of time we are pre-authorized to spend on your behalf.

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Rates

We have rate cards which apply to our different areas of service. These rate cards outline the types of work & the per-hour cost. For higher volumes of work, we strongly recommend flat-fee engagements as these are much more economical. If you have not received your local rate card, please request it from our team.

Work Categorization

We breakdown all new tickets into two categories, Incidents & Non-Incidents. This initial categorisation governs how we progress to complete the work required, and ultimately close the ticket.

The categorization is of critical importance, as we will assume we are authorized by you to spend an amount of billable time. The volume of billable time we spend *before getting further approval* is dictated by the category of work you have asked us to perform.

These two categories have the following characteristics:

- Incidents
 - For all ongoing service disruption (typically impacting end users).
 - Pre-Approval for *up to 4* billable hours of work (only the time used will be billed)
 - Incidents exceeding (or likely to exceed) this pre-approved time will require further approval before additional time is spent.
- Non-Incidents
 - Any work which is elective. Typically not service impacting & where workarounds are able to be used. Examples of Non-Incident work may include:
 - Windows Updates
 - Backup Maintenance
 - Adding, Changing, Removing users, computers, devices
 - Consulting, advice & planning, Server Builds & Configuration changes
 - Any other non-critical task
 - Pre-Approval for our minimum billable time of 30 minutes. This minimum time is required for understanding the nature of the ticket, approximating the time required and communicating this expectation to you.
 - Further approval will be sought for any time over the expected amount if required. Our best effort will be made to ensure that if more than the expected time is required, this will be communicated as early as possible.

Please be advised that:

- All time consumed in servicing your account is billable. This includes accounts, meetings & discussions, reviews, planning and incident reports etc.
- All products, services and consultations are billable.
- Time billed is not subject to your approval retrospectively.
- You are welcome to dispute your invoice if you feel there has been an error.

Remuneration & Account Status

We will require all accounts be serviced in line with established credit terms. ETS provides a complimentary 30 day credit account for customers.

Please be advised that:

- Overdue payments will result in ETS ceasing any chargeable activity.
- We reserve the right to disconnect all services should your account have a balance exceeding 60 days.

Support Agreements

Our preferred mode of engagement is a flat fee arrangement. We prioritise all support requests from customers on a flat-fee engagement, so high priority tickets are not available under this engagement.

If you are uncomfortable with paying for our services on a time-billing basis, or feel your business requires higher priority IT support, please enquire about a support agreement.

Implementation

We encourage customers to use our ticketing system to keep up to date on open and closed tickets. By logging in with your email address and password to help.etsau.com, you will be able to review all tickets in which you have been included.

On request, we are able to provide a monthly report, which outlines all ticket titles & the amount of time against that ticket, as well as a month by month account of the time that has been recorded.

Thank you for your continued support. We encourage feedback on all levels and hope that you can share some with us. Please contact support if you have any issues logging into our ticketing system, as we hope this can become a central point for our communication and support.