

Your IT Helpdesk and On-Site Support Terms and Conditions

These terms and conditions are in addition to our standard Terms of Business (available at <http://www.knibbs.com> or on request)

Our company details are:

Knibbs Computer Services Ltd
Company Registered in England no 3651449
Registered Address:
Suite 1, Ground Floor
Falmer Court, London Road
Uckfield, East Sussex TN22 1HN

Our contract with you

1. Your IT Helpdesk gives you IT support on the following hardware, applications and operating systems:

Hardware	PC	Server
Server Hardware Support & Fault Diagnosis		X
Desktop Hardware Support & Fault Diagnosis	X	
Printer Support & Fault Diagnosis	X	X
Network Support		
Workgroup Support & Fault Diagnosis	X	
Domain/AD Support & Fault Diagnosis		X
Operating System		
Fault Diagnosis, Repair & Configuration	X	X
Patch and Upgrade Support	X	X
User Account, Permissions, File & Print Sharing	X	X
Microsoft Windows 2000	X	X
Microsoft Windows 2003		X
Microsoft Windows XP Home, Pro	X	
Applications		
Fault Diagnosis, Repair & Configuration	X	X
Patch & Upgrade Support	X	X
Microsoft Office 2000, XP, 2003	X	
Microsoft SBS 2000, 2003		X
Microsoft Exchange		X
Microsoft SQL Server		X
Microsoft IIS		X

2. These terms apply when you purchase a Your IT Helpdesk subscription either via telephone or online via www.knibbs.com.

3. Service Provision

- 3.1 When ordering this service you are agreeing to the immediate provision of the service and you cannot cancel it under the Consumer Protection (Distance Selling) Regulations 2000.
- 3.2 This service is not a substitute for you taking appropriate steps to maintain and safeguard your computer systems using regular backups, running up-to-date anti-virus products and adopting other relevant security and maintenance procedures.
- 3.3 In providing this service we will use our best efforts to provide remote and on-site support within the timescales agreed with you. However all dates and times are estimates and we cannot guarantee that we will meet them.
- 3.4 If as part of this service you are required to install any software you agree to install and keep this software. If you refuse to install this software this may mean that we have to offer a reduced level of service or withdraw the service completely.

Payment/Termination

4. You must pay the charges for this service as described at <http://www.knibbs.com/pricelist.html>
5. Either party may terminate this agreement by giving 30 days notice. If you terminate this contract, or we terminate it because you have broken the terms of the contract, during the first 12 months of this agreement, you must pay all charges for the for the remaining period of that first 12 months.

Service Specifics

6. PC Security Check

- 6.1 For a one off fee per PC, this service provides:
 - a) remote analysis of your PCs security threats and possible points of failure.
 - b) written report detailing findings and recommended actions.
- 6.2 We cannot accept responsibility should your PC will not fail during our security check and we cannot guarantee that you will or will not experience the threats outlined as part of the security check or that we will be able to complete our full checks.
- 6.3 We will need full control of the PC during the time required to complete our security check – the system cannot be used for any other purpose during this check.
- 6.4 We may be unable to perform some of the security checks due to technical or operational reasons.

7. Your IT Helpdesk PC Subscription

- 7.1 Subscriptions to this service are based on the number of PCs you have on site. At this time we cannot support Linux or Apple based computers under this scheme. Support for these systems is provided on an ad-hoc basis or using our flexible service plans.
- 7.2 This service provides you with:
 - a) Remote access for supporting and diagnosing PCs
 - b) Telephone support and diagnostics on the items listed in this agreement.
 - c) Support is provided Monday-Friday 9:00am – 5:30pm (excluding bank holidays)
 - d) In the event of an operative not being immediately available to diagnose your fault, one of our operatives will endeavour to return any messages left on our 0870 343 0028 support line within 4 working hours.
 - e) Charges for this service are for a reasonable level of support provided for your computer systems. If we believe that this service is being used excessively, for example as a replacement for training or failing to comply with paragraph 3.2, we reserve the right to charge for our services on an hourly basis. Charges are detailed on <http://www.knibbs.com/pricelist.html>

8. Your IT Helpdesk Server Subscription

- 8.1 Subscriptions to this service are based on the number of servers you have on site. At this time we cannot support Linux or Apple based computers under this scheme. Support for these systems is provided on an ad-hoc basis or using our flexible service plans.
- 8.2 This service provides you with:
 - a) Remote access for supporting and diagnosing servers
 - b) Telephone support and diagnostics on the items listed in this agreement.
 - c) Support is provided Monday-Friday 9:00am – 5:30pm (excluding bank holidays)
 - d) In the event of an operative not being immediately available to diagnose your fault, one of our operatives will endeavour to return any messages left on our 0870 343 0028 support line within 4 working hours.
 - e) Charges for this service are for a reasonable level of support provided for your computer systems. If we believe that this service is being used excessively, for example as a replacement for training or failing to comply with paragraph 3.2, we reserve the right to charge for our services on an hourly basis. Charges are detailed on <http://www.knibbs.com/pricelist.html>

9. Per Incident Support for PCs and Servers

- 9.1 This service provides support as described in paragraphs 7.1,7.2,8.1 and 8.2 for a one-off charge and is subject to the conditions in paragraph 9.2.
- 9.2 The call time per incident is limited to 2 hours.

10. PREMIER Support

- 10.1 Premier support includes on-site problem resolution only. This is in addition to the telephone and remote support described above.
- 10.2 We will endeavour to correct any problems via remote access and telephone methods before attending site.
- 10.3 Services not included are installations, software development and consultancy

- 10.4 On-site services are provided in the area described at <http://www.knibbs.com/computer-support.html>.
- 10.5 Site visits are available Monday-Friday 9:00am – 5:30pm excluding bank holidays. Visits are usually made within 48 hours of agreeing to your request.
- 10.6 You must give access at the time of the agreed visit. Failure to do so may require in us charging for the missed appointment.
- 10.7 If your fault cannot be rectified on site we will give you the option to have the fault rectified off site.
- 10.8 If your hardware requires repair we will provide you with a quotation to carry out this repair if it is an item that we can obtain parts for.
- 10.9 If we replace your main hard drive we will install the original operating system onto your machine provided that you have the relevant licence key(s).
- 10.10 If your hardware is faulty and under warranty we will endeavour to liaise with the equipment manufacturer on your behalf. We will not repair any equipment under warranty.
- 10.11 The prices for this service do not include any parts required.
11. ***Ad-Hoc and Hours Based On-site support***
- 11.1 On-site services are provided in the area described at <http://www.knibbs.com/computer-support.html>. This service is based on an hourly rate as described at <http://www.knibbs.com/pricelist.html>. The minimum charge is 1 hour. Our engineer or approved contractor will carry our fault diagnosis, repair, configuration and installation of the computer hardware as described in this agreement.
- 11.2 Site visits are available Monday-Friday 9:00am – 5:30pm excluding bank holidays. Visits are usually made within 48 hours of agreeing to your request.
- 11.3 You must give access at the time of the agreed visit. Failure to do so may require in us charging for the missed appointment.
- 11.4 If your fault cannot be rectified on site we will give you the option to have the fault rectified off site.
- 11.5 If your hardware requires repair we will provide you with a quotation to carry out this repair if it is an item that we can obtain parts for.
- 11.6 If we replace your main hard drive we will install the original operating system onto your machine provided that you have the relevant licence key(s).
- 11.7 If your hardware is faulty and under warranty we will endeavour to liaise with the equipment manufacturer on your behalf. We will not repair any equipment under warranty.
- 11.8 The prices for this service do not include any parts required.
12. ***General Terms***
- 12.1 You agree:
- a) to our engineers or approved contractor having remote access to your computer systems
 - b) to install or allow us to install approved ant-virus protection to all systems (subject to any software licence fees)
 - c) to have technical details regarding your systems recorded on our databases
 - d) to allow us to create any administration accounts that we may require
- 12.2 We do not guarantee that we will be able to fix all faults reported to us, or that we will be able to advise you on all issues raised.
- 12.3 We are not liable for failures in any of the supported applications and operating systems. We recommend that you perform regular backups as we cannot accept any liability for loss or corruption of your data.
- 12.4 If a fault is due to an item not covered by the remote support sections of this agreement it is your responsibility to arrange an on-site visit with us or via a third party.