

ACA MicroCARE

ACN 009-366-545

The Computer Service Professionals

Novell Authorised **Net Provider #A61296-0395-NP**

Ph : **08 9245 1155** • Fax : **08 9245 1557**

124 Northstead Street
Scarborough WA 6019

14th August, 2002

< **Your Company Name** >

581 Murray Street
PERTH WA 6000

Mr John Smith

Re: Quotation of Service of Computer Equipment

Thank you for the opportunity of quoting on your service needs.

The Quotation is attached.

All Agreements are subject to the following general Terms and Conditions attached and feature the following

- 12 month Duration
- Access time 8.30am to 6.30 p.m. Monday to Friday (excepting Public Holidays)
- One Annual Preventative Maintenance Call if requested.
- A written report on any work done on the Equipment
- A guaranteed Response Time of 4 hours with instant response on critical Incidents and a timed response for less critical incidents.

GST

This contract is inclusive of GST

Should you have any questions regarding any part of this Agreement, please don't hesitate to call me on 9245 1155 or Fax 9245 1557.

Regards



Geoff Brade
Technical Manager



Novell.
NetProvider



EPSON®



COMPREHENSIVE SERVICE AGREEMENT

DESCRIPTION of SERVICE

Onsite Comprehensive Cover: - Covers the Client for all Preventive Maintenance and Ad-Hoc calls on the Hardware (as per Schedule), Operating System (as per Schedule) and Software Maintenance (as per Schedule).

DEFINITION of TERMS

Ad-Hoc	Response to a request for help from a Client or authorised user Outside this Agreement.
Onsite	Response to the "Site Address" as given on the Schedule.
Preventative	Test, clean and test CPU, monitor and printer as per Preventative Maintenance Schedule.
Response Time	Is the time from placement of request for help to ACA-MicroCARE and the time that ACA-MicroCARE responds either in person or by any other medium.
Schedule	List of equipment and conditions as listed and agreed to by ACA-MicroCARE and < Your Company Name >.



1. SCOPE OF AGREEMENT

- 1.1 Covers all Equipment as listed on the Schedule.
- 1.2 Covers all cables power and cables data attached to the computer to the wall socket or equipment, which ever comes first.

2. TERM OF AGREEMENT

- 2.1. This agreement shall come into effect from the date as specified and upon one calendar year.
- 2.2. Should < **Your Company Name** >during the continuance of this agreement, purchase additional equipment or alter current equipment the changes will not form part of this agreement, but be subject to additional agreements and charges.

3. RESPONSIBILITIES OF ACA-MicroCARE

- 3.1 In the event of a Hardware failure or failure of the Operating System, ACA-MicroCARE undertakes to provide service of the type agreed to in the Schedule during the hours of 8.30am to 10.00pm Monday to Saturday, (excluding public holidays) on equipment located within 50km radius of the nearest Service Centre.
- 3.2 ACA-MicroCARE will at the completion of a service or remedial call, supply < **Your Company Name** >with a written report on the actions taken.
- 3.3 ACA-MicroCARE will at no extra cost, supply a Technical assessment of the possible affect of any modifications or upgrades to the Scheduled Equipment < **Your Company Name** >may request.
- 3.4 ACA-MicroCARE shall provide one P.M.C. in or about the last month prior to the expiry date of this agreement.



4. CLIENT'S RESPONSIBILITIES

- 4.1 < **Your Company Name** >will ensure that its employees and agents do not attempt to repair, alter or maintain the Equipment.
- 4.2 < **Your Company Name** >will immediately report any unsatisfactory operation of its Equipment to ACA-MicroCARE.
- 4.3 < **Your Company Name** >will to the best of its ability provide free and unrestricted access to the specified equipment. A Client representative should be present at all times.
- 4.4 < **Your Company Name** > shall ensure that proper Lighting, Power and Telecom connections are available.
- 4.5 < **Your Company Name** >will at no time ask or expect ACA-MicroCARE to operate outside Federal, State or Local laws or Regulations

5. SERVICES NOT COVERED BY THIS AGREEMENT

The provision of services by ACA-MicroCARE under this Agreement do not include the following:

- 5.1 **Items other than those shown on the Schedule** with the exception of power and data cables as per clause 1.2.
- 5.2 **The repair of damage resulting from negligent use**, misuse, abuse, attempted repair, alteration of the Equipment or alteration to the standard software by < **Your Company Name** >or its agents.
- 5.3 **Damage caused by or resulting from**, any Operating System or Software that may not be legally owned by <Your Company Name>
- 5.4 **Damage resulting from electrical power or air-conditioning malfunctions**, burglary, theft, water, fire, accident, malicious or accidental damage, civil commotion or War.
- 5.5 **Consumable items** such as, but not limited to, printmasks, diskettes, ribbons, toner cartridges, laser drum units, paper, batteries – Computer and UPS, tapes, print wheels and print heads.



Novell.
NetProvider



EPSON®



- 5.6 **Relocation of Equipment.**
- 5.7 **Virus Updates** are the responsibility of the client to maintain unless otherwise stated in the Appendixes. Should the update be required to facilitate the resolution of an incident then it will be cover under this contract.
- 5.8 **Version Updates** are the responsibility of the client to maintain unless otherwise stated in the Appendixes. Should the update be required to facilitate the resolution of an incident then it will be cover under this contract.
- 5.9 **Service Pack Updates** are the responsibility of the client to maintain unless otherwise stated in the Appendixes. Should the update be required to facilitate the resolution of an incident then it will be cover under this contract.
- 5.10 **Driver File Updates** are the responsibility of the client to maintain unless otherwise stated in the Appendixes. Should the update be required to facilitate the resolution of an incident then it will be cover under this contract.

6. FORCE MAJEURE

Neither < **Your Company Name** >nor ACA-MicroCARE shall be deemed to be in default of any delay in performance caused by any direct or indirect factors which are beyond such party's reasonable control.

7. TERMINATION

This Agreement can be terminated by:

- 7.1 agreement of both parties in writing.
- 7.2 failure to pay the Schedule Fee.
- 7.3 a in breach of Section 4 deemed critical.



Schedule A

COMPUTERS and SOFTWARE

Department	Brand	DOS	CPU/Model	RAM	HDD	FDD	Monitor	Monitor Sn	CPU Sn
Network Software	Novell	4.00	25 User						
Workstation OS	Msoft		13 Users						
MS Office97	Msoft		10 Users						
Internet/Email			13 Users						
Novell Server									
Linux Server									
Mr Jones	Genesys	Win95	166 Pentium MMX	32Mb	1.96	*	15"	91700398P5V	213509
Accountant	Clone	Win95	Celeron 433	56Mb	8.47	*	17"	GRHAA9430	N/A
Valmaid	Genesys	Win95	AMD K6 450	64Mb	3Gb	*	15"	M176I000705	213513
Yvonne	ASUS	Win95	Celeron 433	64Mb	1.96	*	15"	9177602281	N/A
Liz	Genesys	Win95	166Pentium MMX	32Mb	1.96Gb	*	15"	9171602281	213518
Reception	Compaq	Win95	Pentium 120	24Mb	1.18Gb	*	14"	538AF05DA	7619HXQ36018
Upstairs Comm	Compaq	Win95	Pentium 75	24MHz	597	*	14"	M133D014361	7614HTB202G8
Museum	Logiq	Win98	Pentium 133	32Mb	1.19Gb	*	15"	9446LO5X02881	ACA240196-1
Museum 2	IP H	Win3.1	486 Sx		162Mb	*	14"	M33D110671P4	90-2F167
Ian	Compaq	Win95	Pentium 75	24Mb		*	15"	66-89299	7614HTB20243
Snowgum - Chief	Clone	Win98	Pent III 600	64Mb	9.5	*	17"	GRTAA02700540	N/A
Snowgum (Graphics)	Clone	Win98	Pent III 700	128Mb	19Gb	*	17"	GRTAA02100542	N/A
Snowgum Anita	Clone	Win95	166Pentium MMX	16Mb	1.96	*	15"	546AF057A563	213544
POS1	Compaq	Win95	Pentium 75	24Mb	602Mb	*	14"	PM77005789	E612HTB22459
POS2	Acer	DOS 6.2	486 Dx2/ 50 MHz	8Mb	200Mb	*	14"	M133DO16975	S038113
Backroom	Clone	Win3.1	486 Sx	4Mb	162	*	14"	49322601	N/A



Novell.
NetProvider



EPSON



Spare- Server room	Compaq								7550HTB20310
Room 7 - Upsatirs	Acer	Win3.1	486 Dx2/ 50 MHz	12Mb	202Mb	*	15"	452AA01BY693	N/A

Printers and Miscellany

Department	Brand		Model	RAM				S/N
Accountant	HP		LaserJet 5P					SGFBO18898
Accountant	HP		DeskJet 690c					SG69P1W0T9
Yvonne	Epson		EPL 5200					1DY0009371
Mr Jones	Epson		EPL 9000					1UG0100668
Valmaid	Ricoh		PC Laser 6000/PS					13399 XFGUHY
Printer Room	HP		LaserJet 2100					SGGJO19715
Printer Room	Ricoh		Aficio 401					A3927120404
Spare	Cannon		BubbleJet BJ200					TGT93323
Snowgum	Epson		EPL 5200					1DX0006383
SnowGum	Epson		EPL 5000					1DP002177
POS1	Epson		LX-850					0AB0010588
POS2	Epson		LX-850					0AB001B326
ServerRoom	Intel		Express 401T					N/A
ServerRoom	Lightfax		Optima 288					AO6052403816
ServerRoom	Avtek		Rockwell					120002498
ServerRoom	Avtek		Mega Plus					561221
Upstairs	Ricoh		Ricoh FT					A7667120008
Museum	Epson		LQ-400					0Q70003919
Upstairs Computer	HP		DeskJet 600					SG6ZU1H1ND
Back Room	HP		DeskJet 500					3318S44215

Cover for period: **1/10/00**

to

30/10/01

GST Charged on this Contract is **\$926.34**

Total of Agreement (incl GST)

\$10,190

less warranty component

\$0

Current Contract Price (Incl GST)

\$10,190



Novell.
NetProvider



EPSON

