



“Information is the Solution”

Support Authorisation

I, the undersigned, duly authorised by _____, hereby commission NetworksOnline to address the following:

Hourly Rates

All work done is billable based on the following rate structure; Please indicate the response time required for this service request.

| Support Type / Response Time | Contract | | Non Contract | Please Select |
|------------------------------|--------------|----------------|--------------|--------------------------|
| | Within Quota | Quota Exceeded | | |
| Same Business Day (4 hours) | R 350.00 | R 450.00 | R 500.00 | <input type="checkbox"/> |
| Next Business Day (24 hours) | R 300.00 | R 400.00 | R 450.00 | <input type="checkbox"/> |
| Scheduled (Minimum 48 hours) | R 175.00 | R 275.00 | R 325.00 | <input type="checkbox"/> |

Availability

The above selected response time is subject to having a service level agreement / maintenance contract in place with NetworksOnline, specifying the available support types, as well as having sufficient quota for the requested support type.

In the event that sufficient quota is not available or no service level agreement is in place, the service request will be attended to subject to availability, at the *Quota Exceeded* or *Non Contract* rates respectively.

Assessment

During the first hour, an assessment will be done in order to provide an accurate verbal breakdown of the support time required. This assessment may be re-evaluated during the course of the service request arising from unforeseen circumstances.

Indemnity

Whilst NetworksOnline endeavours to ensure the highest levels of service, no guarantee can be given against data loss, hardware failure, fire or theft, howsoever arising.

Authorisation

Name

Capacity

Authorising Signature

Date

NetworksOnline

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