



At Calvert Technologies, we seek to build strong relationships with our clients, and to do this, not only do we need to show a commitment to our clients and deliver on what we promise, we hope that our clients will also show the same strength of commitment to our relationship.

## **OUR COMMITMENT AND SERVICE TO YOU**

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1. We will action your support request in a professional and courteous manner, and as quickly as possible (see response times next page), taking into consideration the criticality of other support requests we are managing at the same time
2. Standard support time will be available during, but not limited to, the hours of 8:00am and 5:30pm, Monday to Friday, except for public holidays unless otherwise agreed (ACST, or in those months for which it applies, ACDST). Support requested to be done outside of these times will be charged at out of hours rates
3. Services completed will be on a 7 day from invoice date account
4. All hardware and software ordered will require payment upfront prior to ordering. A Proforma Invoice will be issued for payment. This can be paid via EFT or our online payment portal (fees applicable)
5. Freight will be charged to your account for the delivery of goods
6. Monthly invoices will be direct debited and billed in advance. A Direct Debit Request form will be provided
7. Whilst we do everything possible to maintain the integrity of your data, we accept no responsibility for data lost through the course of providing support services to you
8. Where an issue requires the introduction of a qualified third party, recommended by Calvert Technologies, any costs associated with services provided by this other party will be covered by you. No additional party will be introduced unless authorised by you in advance, unless an emergency situation arises and we need to make an “educated call”
9. We will not access, copy, share, distribute, or archive your data or information regarding your business or clients with any other party without your permission and prior approval, and all information will be kept strictly confidential by Calvert Technologies
10. We will not retain copies of any data recovered, unless specifically requested by you in writing
11. We will not install any illegal or unlicensed software on your equipment
12. By providing us with your email address, you consent to subscribing to any Calvert Technologies communications – be these alerts, advisories, or educational, including email newsletter. You may choose to opt-out anytime by unsubscribing
13. If a relevant product or service presents itself we will advise you, however we will not bombard you with “sales promotions” or “weekly specials” that distract you from your real work



# CALVERT

## YOUR COMMITMENT TO US

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1. We request that you provide us with a single point of contact within your organisation, and ideally a secondary contact in the event the primary contact is unavailable
2. Upon completion of the services provided to your company, a tax invoice will be issued and should be paid within the terms of the invoice
3. Recognise our payment terms for hardware and software items are strictly upfront. A proforma invoice will be forwarded to you for payment prior to any orders being placed
4. You will provide us with all information, software media, licence details, passwords, and access codes as requested for us to be able to support you as efficiently as possible and to avoid interruption to your business operations
5. Provide any information requested in the course of providing technical support where this information will assist in resolving any technology related issues
6. You agree that you bear sole and full responsibility for your data, including having adequate backups of your data files
7. You agree that, to the extent permitted by law, our liability is limited to the resupply of services you have paid for in full
8. You will agree to provide us with any feedback you feel is appropriate regarding how we can provide a better quality of service to you and our other clients
9. You agree to indemnify us (our directors, employees, and officers) against any costs incurred, damage, or loss suffered as a result of breaching your obligations to Calvert Technologies

The full terms of our engagement can be found by reading the Master Services Agreement document found at <https://calvert.net.au/legal>