



CAPE PC SERVICES CC

Service Agreement

Customer name

Date



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# Services Overview

At Cape PC Services our main focus is Computer support but we also provide a wide range of services within the Technology industry which includes:

- Hardware sales, from Servers, Laptops, computers, any computer peripherals to a printer cartridge, anything related to technology we can source.
- Internet Services, from high speed Fibre Internet, ADSL, Wireless to Mobile Internet and domain/email hosting
- VOIP Telephone services. Affordable and High Quality calls.
- CCTV installations and configurations

# Support Overview

## Cape PC Services Support Options

A dedicated team of IT specialists man the Cape PC Services Support Desk. We interact with clients to provide efficient incident management and problem resolution for all local network and computer issues, including:

- Technical support for desktops and laptops
- Technical support for physical and virtual servers
- Technical support for local network, printer, wifi, and internet issues
- Support for user applications where possible
- Management of all third-party vendors

**In essence, Cape PC Services provides a single point of contact for all your IT requirements!**

The Cape PC Services support desk, provides clients with remote support services and on-site support for issues that cannot be resolved remotely.

# Service Desk Support Options

## Option 1: Ad-hoc Support

Cape PC Services provides Ad-hoc support on a R630/hour basis and will bill in 15min increments upon completion of work done.

Please note that pre-agreed after hours work for Ad-Hoc customers is invoiced at R945 per hour.

## Option 2: Block of Hours

Hours in Block	Monthly Cost	Rate per Hour
2	R 1220	R610
5	R 2900	R580
10	R 5300	R530
20	R 9600	R480

In the Block of Hours support model, time will be logged against the pre-purchased hours in 15min increments. Should the blocks of hours allocated/agreed upon be depleted, blocks will automatically be renewed as arranged with the customer.

Should the hours in the month be unused (including hours purchased intra-month), these hours will rollover for the next 30-day period.

Pre-agreed after hours or on-site work for Block contract customers is deducted from the existing Block at 1.5 times the time spent. (i.e. 1 hour of afterhours work = 1.5 hours removed from the Block).



### **Option 3: Unlimited Remote User Support:**

Cape PC Services also provides unlimited remote user support and is set at R245 per user. However, unlimited support customers are required to subscribe to one of our tier business packages. These Packages includes:

- Panda Endpoint Antivirus , upgradable to Adaptive Defense 360
- Ninja Network and Computer Monitoring.
- Personal OneDrive Backup or an approved backup solution.

Our Full Tier Package includes all remote/site support for the environment status quo, all machines on this package must undergo initials checks and necessary software installed which will be charged at a reduced hourly rate of R600 per hour and must not exceed 1 hour per workstation.

Any additional work, changes or requests above contract will be charged at a reduced hourly rate of R600 per hour.

Pre-agreed or emergency after hours work for our full tier package customers is invoiced additionally at R945 per hour.

A Block of Hours can be used in conjunction with any Tier Package to reduce the costs of change requests, on-site and after-hours work required.

# Response Times

Cape PC Services will respond to each issue logged on a severity level based on the impact of the issue. This is then managed to the timeframes set out below.

Priority	Criteria	Example
<b>1 – Business Critical</b>	Mission critical, all employees affected	No Internet connection Server not responding Email system offline Sales system offline
<b>2 – High Priority</b>	Affects multiple employees, no workaround available, employee's ability to work significantly affected	Departmental software not responding Backup fail  Mission critical computers and printers offline (ie. Payroll/ Point-Of-Sale)
<b>3 – Medium Priority</b>	Non-urgent, Important. Affects productivity	Computer/ Printer out of order but another is available
<b>4 – Low Priority/ Service Request</b>	Non-urgent, Non-important issue	Non-critical workstation hardware problem  Quarantined email release Installation of hardware Mail filter whitelist/ blacklist New user requests/ changes

Response times in Business Hours (by Contract type & Severity of Issue)

Severity	Ad Hoc	Block	Support Unlimited
Critical	best effort	2 hours	30 minutes
High	best effort	4 hours	1 hour
Medium	best effort	8 hours	4 hours
Low	best effort	24 hours	12 hours

### Hours of Operation

The Support desk is manned on South African business days between the hours of 08h00 and 17h00.

### After Hours Support

Our support desk is manned 24/7 for all clients, however all afterhours support will be invoiced at an additional R945 per hour minimum.

## Support Options: Selection Required

Contract	Count	Price	Line Total	Extra Information*
Ad-Hoc Support		R 630	R	
2 Hour Monthly Block		R 610	R	
5 Hour Monthly Block		R 580	R	
10 Hour Monthly Block		R 530	R	
20 Hour Monthly Block		R 480	R	
Full Remote Support (Tier package 1 or 2 must be selected with it)		R 245	R	
Tier 1 – Basic Business		R 250	R	
Tier 2 – Home/ Small Business		R 289	R	
Tier 3 – Intermediate Business		R 330	R	
Tier 4 – Premium – Full Support/Maintenance		R 550	R	
Server Full Support		R 800	R	
VOIP Account		R 50	R	
Number Porting		R 250	R	
<b>Total Monthly</b>				
<b>Total Once Off</b>				





# Terms & Conditions

All Support blocks, full support and Tier Packages are valid for a 12(twelve) month term. Agreements are renewed automatically for a further term unless cancelled in writing with a minimum 3 (three) month notice period.

Prices are subject to change annually based on standard inflation rate without notice. All prices above are excluding of VAT.

## Approval

Accepted and agreed to, intending to be legally bound, as of the date written below, by:

**CLIENT NAME:**

**CAPE PC SERVICES:**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Business Tier 1 – Basic Business	Tier 2 – Home/Small Business	Business Tier 3 – Intermediate Business	Business Tier 4 – Business Premium – Full Maintenance
<p><b>R250</b> /Per User, Per Month</p> <p><b>Office 365 Exchange Online</b></p> <ul style="list-style-type: none"> <li>• 50GB Exchange Mailbox</li> <li>• No Software included</li> </ul> <p><b>Panda Cloud Protection</b></p> <ul style="list-style-type: none"> <li>• Proactive and real-time protection</li> <li>• Maximum malware detection</li> <li>• Web Filtering</li> <li>• Automatic Transparent updates</li> </ul> <p><b>Computer Monitoring</b></p> <ul style="list-style-type: none"> <li>• Firewall Status</li> <li>• Hardware status</li> <li>• Software updates</li> <li>• Antivirus monitoring</li> </ul> <p><b>Cloud Storage and Backups</b></p> <ul style="list-style-type: none"> <li>• Monitored Local Backups</li> <li>• Monitored Cloud Backups*</li> </ul>	<p><b>R289</b> /Per User, Per Month</p> <p><b>Office 365 Business on up to 5 devices</b></p> <ul style="list-style-type: none"> <li>• Outlook</li> <li>• Word</li> <li>• Excel</li> <li>• PowerPoint</li> </ul> <p><b>Panda Cloud Protection</b></p> <ul style="list-style-type: none"> <li>• Proactive and real-time protection</li> <li>• Maximum malware detection</li> <li>• Web Filtering</li> <li>• Automatic Transparent updates</li> </ul> <p><b>Computer Monitoring</b></p> <ul style="list-style-type: none"> <li>• Firewall Status</li> <li>• Hardware status</li> <li>• Software updates</li> <li>• Antivirus monitoring</li> </ul> <p><b>Cloud Storage and Backups</b></p> <ul style="list-style-type: none"> <li>• 1 TB Shared Cloud Storage</li> <li>• Monitored Local Backups</li> </ul>	<p><b>R330</b> /Per User, Per Month</p> <p><b>Office 365 Business Premium on up to 5 devices</b></p> <ul style="list-style-type: none"> <li>• Outlook</li> <li>• Word</li> <li>• Excel</li> <li>• PowerPoint</li> <li>• Hosted 50GB Exchange Mailbox</li> </ul> <p><b>Panda Cloud Protection</b></p> <ul style="list-style-type: none"> <li>• Proactive and real-time protection</li> <li>• Maximum malware detection</li> <li>• Web Filtering</li> <li>• Automatic Transparent updates</li> </ul> <p><b>Computer Monitoring</b></p> <ul style="list-style-type: none"> <li>• Firewall Status</li> <li>• Hardware status</li> <li>• Software update</li> <li>• Antivirus monitoring</li> </ul> <p><b>Cloud Storage and Backups</b></p> <ul style="list-style-type: none"> <li>• 1 TB Shared Cloud Storage</li> <li>• Monitored Local Backups</li> <li>• Monitored Cloud Backups</li> </ul>	<p><b>R550</b> /Per User, Per Month</p> <p><b>Office 365 Business Premium on up to 5 devices</b></p> <ul style="list-style-type: none"> <li>• Outlook</li> <li>• Word</li> <li>• Excel</li> <li>• PowerPoint</li> <li>• Hosted 50GB Exchange Mailbox</li> </ul> <p><b>Panda Cloud Protection</b></p> <ul style="list-style-type: none"> <li>• Proactive and real-time protection</li> <li>• Maximum malware detection</li> <li>• Web Filtering</li> <li>• Automatic Transparent updates</li> </ul> <p><b>Computer Monitoring</b></p> <ul style="list-style-type: none"> <li>• Firewall Status</li> <li>• Hardware status</li> <li>• Software updates</li> <li>• Antivirus monitoring</li> </ul> <p><b>Cloud Storage and Backup</b></p> <ul style="list-style-type: none"> <li>• 1 TB Shared Cloud Storage</li> <li>• Monitored Local Backups</li> <li>• Monitored Cloud Backups</li> </ul> <p><b>Computer Maintenance*</b></p> <ul style="list-style-type: none"> <li>• Computer updates</li> <li>• Antivirus Updates</li> <li>• Proactive Support</li> <li>• Remote Support</li> </ul>
<p align="center"><b>Comprehensive Protection</b></p> <p align="center"><b>Panda Cloud Protection</b></p> <ul style="list-style-type: none"> <li>• With additional Adaptive Defence 360 for Ransom ware protection</li> </ul> <p align="center">Add <b>R80</b> /Per User, Per Month</p>			

\*Server Maintenance not included, reduced rate offered with package.

\*\*All Prices Exclude VAT\*\*

\*\*\*Bulk Saving available\*\*\*

\*\*\*\* Package options available for users with more than one workstation or a workstation with no Office requirement

# Hosting Packages

BASIC	STANDARD	ADVANCED	MASTER
R <b>99</b> , Per Month	R <b>149</b> ,Per Month	R <b>279</b> , Per Month	R <b>439</b> , Per Month
<ul style="list-style-type: none"> <li>• 5GB SSD Storage</li> <li>• 5 SSD Databases</li> <li>• 100 Mailboxes</li> <li>• 100 Email Aliases</li> <li>• 1 FTP Account</li> <li>• 10 Multiple Domains</li> </ul>	<ul style="list-style-type: none"> <li>• 10GB SSD Storage</li> <li>• 10 SSD Databases</li> <li>• 250 Mailboxes</li> <li>• 250 Email Aliases</li> <li>• 3 FTP Account</li> <li>• 25 Multiple Domains</li> </ul>	<ul style="list-style-type: none"> <li>• 15GB SSD Storage</li> <li>• 20 SSD Databases</li> <li>• 500 Mailboxes</li> <li>• 500 Email Aliases</li> <li>• 7 FTP Account</li> <li>• 50 Multiple Domains</li> </ul>	<ul style="list-style-type: none"> <li>• 20GB SSD Storage</li> <li>• 40 SSD Databases</li> <li>• 1000 Mailboxes</li> <li>• 1000 Email Aliases</li> <li>• 15 FTP Account</li> <li>• 75 Multiple Domains</li> </ul>

# VOIP Pricing

Service	Price
VOIP Account (Telephone number)	R 50 (per month)
Geographical number porting (Use your old Telkom number on VOIP Service)	R 250 (Once Off)
Call Rate to Telkom Landline	R 0.50
Call Rate to Mobile Vodacom	R 1.45
Call Rate to Mobile MTN	R 1.45
Call Rate to Mobile Cell C	R 1.45
Call Rate International*	R 0.35

\*Calls are charged per second, priced per minute.

\*International call rates differs, call for more info.