



ACITS LIMITED - OPERATIONS POLICY

EFFECTIVE 1ST FEBRUARY 2006

Background

ACITS LIMITED is 4 years old on 1st February 2006; our continued growth has prompted the documentation of our business practice and fee structure.

Definition

This Operations Policy outlines the ways in which ACITS conducts business. It has been written in an attempt clarify our pricing structure; and also to detail our commitment to the customer in terms of the provision of our products and services.

Terms of Business

All ACITS LIMITED products and services are supplied without exception subject to the ACITS LIMITED Terms of Business which are attached to the back of this Operations Policy and are always available at www.acits.co.uk

By their nature the Terms of Business are worded generally as they are intended to apply across the board to all ACITS LIMITED products and services. If you have a specific query which is not dealt with by this Operations Policy or the Terms of Business, please ask your local ACITS LIMITED engineer.

Service

Starting on 1st February 2006, ACITS LIMITED are offering an enhanced range of services; these include:

- a) Remote support - In many cases we may be able to fix your computer problem remotely saving us time and you money.
- b) Annual support contracts - Fix your IT budget for the year and benefit from preferential rates based on the amount of support required.

If you wish to discuss the above services please call 0870 760 7676.

Price List

ACITS LIMITED maintain a price list for commonly supplied products and services; the latest version is always available at www.acits.co.uk. If the price for the product or service you are interested in is not on our online price list, please ask your local ACITS LIMITED engineer.

ACITS LIMITED provides fixed price quotes for certain products and services on request. Any such quote is valid for 30 days from the date of the quote. Changes or unanticipated problems in a project can result in a quote being altered by ACITS LIMITED at any time after issue; your ACITS LIMITED engineer will always discuss and agree any changes to the specification and budget of the project directly with the customer.

Where services are charged based on time spent, all time will be recorded on a timesheet which is available for the customer to inspect. Other versions of our price list (e.g. printed versions or ones stored electronically) should be treated as a guide. Invoices are always prepared using the latest online price list.

Manufacturer's Warranty

Certain products supplied by ACITS LIMITED are supplied with a manufacturer's warranty only. ACITS LIMITED does not give any warranty in respect of such products, but ACITS LIMITED will do what it is reasonably able to do to ensure that the customer obtains the full benefit of any manufacturer's warranty.

Such a manufacturer's warranty will normally take effect directly between the customer and the manufacturer and may mean that the customer has to deal direct with the manufacturer to get maintenance or replacement parts for the product.

Manufacturer's warranties vary in what they cover and the period of cover and it is the customer's responsibility to read any manufacturer's warranty in order to understand what cover is provided. Where a manufacturer's warranty is provided ACITS LIMITED will provide a copy of the manufacturer's warranty to the customer.

Licences

Software is almost invariably supplied with an end-user licence, a copy of which will be supplied to the customer by ACITS LIMITED. The customer is responsible for ensuring that it complies with the terms of the end-user licence at all times. Failure to do so may invalidate the licence.

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1.1 Hardware - New

All hardware detailed on our maintained price list is supplied brand new and with warranty. Items priced at under £100.00 are warranted by ACITS against hardware failure for 12 months. Items priced at £100 or more are supplied only with a manufacturer's warranty where available.

1.2 Hardware - Reconditioned

From time to time ACITS may supply hardware that is reconditioned; such products are warranted by ACITS against hardware failure for 3 months. The customer will be informed if the hardware is reconditioned or new.

1.3 Software - Retail

Software supplied as retail is warranted only by the manufacturer.

1.4 Software - OEM

OEM software can only be supplied in accordance with ACITS licensing agreement with the software manufacturer; OEM software can usually only be supplied with a piece of hardware (e.g. PC or hard drive) or pre-installed.

Software supplied as OEM is warranted only by the manufacturer.

1.5 Software - Pre-owned

From time to time ACITS may supply pre-owned software; such software usually carries an end user license (in the same way as if it were new). If the software is supplied on CD or other storage medium then the end user is strongly advised to make a back-up copy of the software as no warranty is provided. If software is supplied pre-installed or with hardware components then it is only the hardware that is warranted (see above).

2.1 Design

2.1.1 Definition

"Design" refers to any creative work such as database, spreadsheet, web, animation and graphic design.

2.1.2 Fee Structure

Design work may be charged by time or may be based on a quotation depending on the nature of the project.

2.1.3 Fixed Budget Design Projects

If a customer requires a fixed budget then a quotation may be raised and this document will be used in conjunction with the operations policy. The invoice may

not always equal the quotation as a project may change whilst in progress; in these cases ACITS will always discuss and agree any changes to the specification and budget of the project directly with the customer.

2.2 Hosting

Hosting fees are charged as per our maintained price list available at www.acits.co.uk/hosting.htm where the full details of all ACITS hosting plans are described.

2.2.1 Set-up

There is an initial set-up fee for all hosting plans. Domain names will not be registered and will not become the legal property of the customer until the set-up fee has been paid.

2.2.2 Renewal

Invoices are sent out annually and automatically, 30 days in advance of the hosting plan renewal date.

2.2.3 Non-Payment

If hosting invoices are not paid on or before the renewal date then ACITS may suspend hosting and email services on related domain names.

2.2.4 Website Updates

Some hosting plans may include design time which can be used for website updates or other modifications. In these cases ACITS will maintain a timesheet to record such design work. Once the inclusive time has been used up it is necessary for the customer to purchase additional time units (see design price list) before any further design work can be completed.

Each year, upon the renewal date, the customer will receive their annual allowance of inclusive time as per their hosting plan. This time will only be added to the customer time sheet once the annual renewal invoice has been paid. Any unused time is not carried over.

2.3 Support

2.3.1 Definition

“Support” refers to any time spent installing, repairing and configuring any hardware or software; time spent training; telephone support and other consultancy and/or management processes.

2.3.2 On-Site Support

If an on-site support visit is required then ACITS standard “PC Callout” session rate applies; this fee includes a fixed period of time in which our engineer will attempt to resolve a single incident specified by the customer at the point of booking. There is no callout fee over and above the “PC Callout” session rate, provided the customer location is no more than 10 miles of the nearest ACITS support office. If the customer does not have an annual contract or monthly account then the standard session rate is payable in advance and at the point of booking.

2.3.3 Travel and Accommodation

There may be additional charges to cover travel and overnight accommodation if an ACITS engineer is required outside of his or her 10 mile radius area. The customer will be told in advance of any additional charges of this nature.

2.3.4 Off-Site Support

If time is spent off-site (ie not at the customer’s premises) then this is chargeable by time; this may include remote support work, liaising with other organisations (e.g. ISPs), repair, rebuild, data recovery and any other tasks necessary to resolve the issue in hand.

2.3.5 Fixed Budget Support Projects

If a customer requires a fixed budget then a quotation may be raised and this document will be used in conjunction with the operations policy. The invoice may not always equal the quotation as a project may change whilst in progress; in these cases ACITS will always discuss and agree any changes to the specification and budget of the project directly with the customer.

2.3.6 No Fix No Fee Policy

Our no fix no fee policy applies to any “PC Callout”, i.e. an on-site visit to address a specified support incident. If our engineer can not resolve the incident within the standard session time then the customer can choose to end the session and pay nothing. The engineer can choose to end the session at any time if he/she feels unable to resolve the incident.

Standard session times are specified on our price list at www.acits.co.uk