



Service Description – Fixed Price Support

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1 Service Description

1.1 What is fixed price support?

Fixed price support refers to agreements where we provide you with ongoing support for devices, systems or users for a fixed monthly fee rather than charging on an hourly basis. Such agreements may include:

- Managed Servers or Managed Helpdesk on Essential IT agreements
- Complete IT agreements
- Stream IT agreements

1.2 Prerequisites

In order to be eligible to receive our fixed price support, you must have signed up to the appropriate support agreement with Synapse.

1.3 Initial Setup

At the commencement of a fixed price support agreement we will undertake a range of setup tasks. These may include, but are not limited to:

- Deploying our tools on your network
- Auditing your existing systems
- Creating reports for your network
- Creating technical documentation for our internal use
- Documenting any recommendations or requirements for your review
- Performing initial setup or remediation projects in consultation with you

These tasks will be quoted to you before being undertaken. Costs incurred for these tasks can typically be either billed to you as an upfront project, or incorporated into your monthly agreement fee.

During the initial setup we may highlight areas of concern that need to be rectified prior to us being able to properly support you in a fixed price agreement.

1.4 Support Coverage – Locations, Devices and Users

Your agreement will outline the number and specifics of the locations, devices and users covered by the fixed price support agreement.

Any additional locations, devices or users, added to the network without the consent or acknowledgement of Synapse will not automatically be included in the scope of services under your agreement.

In the event of such additions being added to your network, you acknowledge and agree that Synapse is permitted to update the monthly pricing to reasonably address increased costs to Synapse as a result of the additions.

1.5 Device and Software Restrictions

Unlike a time and materials engagement, the nature of a fixed price support agreement is that Synapse is assuming the responsibility and risk for occurrences and resolution of potential problems with supported devices and software.

Synapse reserves the right to secure administrative access or otherwise restrict the your ability to make potentially damaging changes to supported devices. Such restrictions may include but are not limited to:

- Installing software
- Changing operating system settings
- Changing network addresses or settings

If such changes are required and in scope Synapse will make these changes on your behalf when requested.

1.6 Out of Scope / Billable Services

Synapse may decline to provide services that are out of scope of your agreement, or may elect to provide these services as supplemental billable services which are charged on a time and materials basis. The following limitations to our fixed price support agreement scope are expressed:

- Services requested by the you and performed by Synapse that are not explicitly related to the included locations, devices or users are out of scope.
- If additional services are required, arising from alterations, additions, adjustments or repairs which have been made to the network other than those conducted by authorized representatives of Synapse, these services will be deemed out of scope.
- The cost of consumables, replacement parts, hardware, software, network upgrades and associated services are outside the scope of this program. If these items are required, Synapse will provide consultative specification, sourcing guidance and/or time and material / project offerings.
- Synapse is not an authorized hardware repairer and recommends that clients maintain manufacturers' warranty on all hardware. Physical repairs to supported hardware that has lapsed manufacturer's warranty cannot be included in the scope of this agreement.
- Services relating to equipment or software out of manufacturer's warranty or support periods may be deemed out of scope.
- While Synapse retains general application knowledge, Synapse is not capable of providing specialist consulting for every client specific application. Synapse therefore recommends that clients retain software support agreements from their software vendors. If no support agreements are in place for third party software, Synapse is unable to provide support for this software in the scope of this agreement.

1.7 Contract Term

Unless otherwise specified in your agreement, the minimum term for a fixed price support agreement is 12 months.