

## IT MONITOR Terms and Conditions

- Agent-based software needs to be loaded on all devices subscribing to the service
- Each site's firewall needs to be configured to allow outbound traffic on port 5721
- Certain Audit information is only available on Tier 1 devices (eg. Apple, Dell, HP, Lenovo) due to those vendors embedding device information in the computer's BIOS
- Virus and malware removal is excluded
- Contract term 24 months
- End point device should be under manufacturer warranty
- All software media should be made available and legally licenced
- Operating systems should be current or under support with Vendor (Microsoft, Apple)
- Customer application support is excluded
- Any additional devices added to the contract will run concurrently with date of first signed contract
- Telkom will be the single point of contact for faults relating to 3<sup>rd</sup> party services provisioned and billed by BCX
- Device upgrades will be charged a provisioning flat rate fee of R995\* for data transfer (max data transfer of 50GB)
- Supported devices will form part of BCX CMDDB. Any work on out of contract devices will be at a rate of R550\* per call out plus R450\* an hour thereafter. (Call out fee would apply to metropolitan areas; outlying areas will be quoted for in advance)
- Field support calls and nuisance calls which are not be covered by the services provided by IT Monitor and will be billed at R550\* per callout
- Services offered are provisioned in accordance with the IT Monitor Package chosen
- Next working day response SLA
- The contract will be based on the fixed initial device count for the contract term
- If the customer chooses to increase the device count, the additional devices would be billed on a month to month basis, however the billing would not go below the initial contract agreement
- This offer is only available to registered legal entities.

- Where support can be provided remotely, field support engineers will not be sent to site
- All connectivity and bandwidth usage for client's account
- BCX is not responsible for any client data loss
- Support is provided during normal working hours (08h00-17h00) on normal working days.
- Power and connectivity to be checked and confirmed as working 100% before any support call is logged.
- No backup or loan equipment will be provided in the event of equipment failure
- End of life or out of warranty equipment will be supported on a best effort basis and not subject to any SLA.
- Field support is up to a 50km radius from a major centre. Travel greater than 50km will be billed for the additional time and travel charges.
- \*All prices exclude VAT
- Errors and omissions excluded
- Terms and Conditions subject to change at any time