



TRI COMMUNITY EXCHANGE INC.

www.tricomm.org.au
tri@tricomm.org.au

PO Box 63
EMU PLAINS NSW 2750

Telephone (02) 4721 1866
Facsimile (02) 4721 1510

ABN 77597187569

IT Support Subscription Terms and Conditions

Client:

Subscription Period:

1. IT Support

- 1.1 Unlimited email support is provided during the Subscription period.
- 1.2 Emails will be answered within twenty-four hours (by next working day).
- 1.3 Email IT Support is provided for the following:

Windows OS and Windows Applications

- Microsoft Windows Operating Systems (95/98/NT/2000/XP)
- Microsoft Office 2000 (Windows 95/98/2000/XP): including Word, Excel, PowerPoint, Publisher
- Windows Updates
- Adobe Acrobat Reader
- Adobe PDF Maker
- Adobe Photoshop
- Winzip
- Nortons Anti Virus
- Nortons Internet Security

Internet

- Assistance with setting up an Internet connection.
- Assistance with setting up, and troubleshooting problems with, the following Internet Browsers: Internet Explorer and Firefox.
- Assistance with searching the Web.
- Assistance with finding online resources.

Email

- Email configuration of Microsoft Outlook and Microsoft Outlook Express.
- Troubleshooting Email software/connection problems.
- Setting up/troubleshooting web-based Email services.

General computer support

- Assistance with virus/spyware/adware/spam removal.
 - Assistance with software installation.
 - Assistance with data backup and recovery.
 - Assistance with performing general maintenance tasks i.e. scan disk, defragging.
- 1.3 Hardware support is not provided. Network/Server enquiries need to be referred to company or person who originally installed system.
- 1.4 TRI will, whenever possible and appropriate, direct Client as to where to access further support if needed, but no recommendations can be made by TRI on the quality or level of support by any outside agencies we might suggest for the Client.
- 1.5 Software and/or hardware onsite support is not included in the IT Support Subscription. Cost of onsite software and/or hardware support, if requested by Client, is by application only.

2. IT Tips

- 2.1 An IT Tips email will be sent monthly during the subscription period, with a fully indexed and searchable IT Tips Yearbook to be provided at the end of each financial year.

3. Computer/IT Information Sessions

- 3.1 The client is entitled to a 10% discount on the cost of computer/IT related information sessions that TRI conducts during the subscription period.

4. Website Development

- 4.1 If, during the subscription period (after 3 months of commencement), the client engages TRI Community Exchange Inc to develop the client's website, the client is entitled to a 10% discount on the total price of the website development quote (excluding GST, and domain registration if required).

Phone: (02) 4721 1866 - Fax: (02) 4721 1510
PO Box 63 - Emu Plains - NSW - 2750