

**Willnett Enterprises Pty Ltd**  
206 Bowen Street  
Banana QLD 4702



Date 29<sup>th</sup> May 2006

### **Notice of Changes Effective 30<sup>th</sup> of June 2006**

To Whom It May Concern:

I would like to notify of new changes dated from the 30<sup>th</sup> of June 2006 for IT Services Provided by Willnett Enterprises Pty Ltd.

From the 30<sup>th</sup> June 2006, All accounts must be re-approved with a Credit Application Form. (This does not apply to existing service contracts where the option is available on the monthly account)

Onsite services must be paid for within the first 7-Days

A Work Order Form for Networking Tasks must be faxed or presented for a scheduled upgrade within one week's notice of your required time, time is required to prepare equipment and investigate possible future problems.

#### Pricing Structure Changes – Explanatory notes.

Added since 2005

- |                             |   |
|-----------------------------|---|
| Call Out Charges            | - This covers wear and tear on the vehicle and insurance  |
| After Hours Charges         | - This is for onsite duties.  |
| Travel Charges              | - This has been increased to \$1.20Per/Km   |
| Data Recovery Services      | - This has been added to cover the Average 6 hours needed to recover data from a defective drive.                               |
| Telephone Technical Support | - Only Available to account holders and in relation to warranty products  |
| Products                    | - Products will not be allowed to leave the premises unless paid for in full, unless on an approved account that is up to date. |
| Web-Site Design             | - Due to requests   |
| While- You-Wait             | - this service is no-longer offered on warranty items   |

Late Charges to Accounts - A late fee of \$11 will apply for every 7 days overdue.

Pension Card Holders & Health Care Card Holders - a 50% discount applies to Bench Services and On-Site General Rates, After Hour rates are charged at the normal 7am to 5pm Service Rate

### **Service Management Products**

#### **Service Plans**

- As of the 30<sup>th</sup> of June all Invoices will include the actual cost of the service that you have not been charged as part of your service.
- A detailed timetable for your weekly or fortnightly services to your computer will be made available.

*Note: -*

*If you are not available for that time schedule you must notify within 24hrs in advance, if not available at that time you forfeit your schedule for that week or fortnight, in a call-out situation general service rates will be charged for the call out and include travel costs.*

- Free Call Outs limit will be imposed to non-business service planes to 1 per month.
- Pricing Changes will be made available from the 1<sup>st</sup> of July 2006.
- Website Access will be made available to gain technical support information for programs and services, and to add or subtract covered equipment to your plan.

If you have any questions or enquiries please phone 07 4995 7002 or email [info@willnett.com.au](mailto:info@willnett.com.au).

Regards,

Cameron Willmott  
Managing Director  
Willnett Enterprises Pty Ltd