

Terms and Conditions for Security Essentials

These Terms and Conditions ("Agreement") are entered into by and between the client ("Client") and the IT service provider ("Provider"). This Agreement governs the terms and conditions of the Security Essentials package supplied by the Provider to the Client.

1. Services:

- a. 100 GB Cloud Storage: Includes the provision of 100 gigabytes of cloud storage for data backup and secure storage.
- b. Corporate Level Antivirus: Offers advanced antivirus protection at a corporate level to safeguard against malware, viruses, and other security threats.
- c. Windows Patching: Regular updates and patches for the Windows operating system to ensure security and fix vulnerabilities.
- d. 2 x Office 365 Business Premium with Defender: Provision of two licenses for Office 365 Business Premium, which includes Microsoft Defender for comprehensive security features.
- e. Hardware Firewall: Installation and configuration of a hardware firewall device to protect the network from unauthorized access and potential cyber threats.
- f. Any physical equipment supplied under the Security Essentials package unless specified otherwise remains the property of Syntech IT

2. Responsibilities:

- 2.1 Client Responsibilities: The Client is responsible for providing accurate and timely information required for the provision of services. The Client shall promptly respond to the Provider's requests for information, access, or clarifications.
- 2.2 Provider Responsibilities: The Provider will make reasonable efforts to deliver the services outlined in the Security Essentials package. However, the Provider does not guarantee the prevention of all threats or uninterrupted availability of services. The provider will monitor the above services, but remediation is charged at standard hourly rates.

3. Support Rates:

- 3.1 Standard business hours rate: \$180.00 + GST, Charged in 15-minute increments
- 3.2 Onsite Call Out: \$260.00 + GST (includes all travel and out-of-pocket expenses)

4. After Hours Support:

- 4.1. After Hours support is available outside of regular business hours, which typically include weekdays after 5:00 PM, as well as weekends and public holidays.
- 4.2 The After-Hours support rate is \$240.00 + GST per hour, charged in 1-hour increments.
- 4.3 If an onsite visit is required outside of standard business hours an additional \$80.00 + GST call out travel charge will apply.

5. Payment Terms:

- 5.1 Invoices for support services will be issued on a regular basis (e.g., monthly,) or as otherwise agreed upon.
- 5.2 Payment is due within [7] days from the date of the invoice.

- 5.3 Late payments may be subject to interest charges or penalties as outlined in the terms and conditions.
- 5.4 The monthly support fee may increase if you purchase additional computers or equipment. The monthly support fee may also increase no more than once per year to reflect increases in the Australian Consumer Price Index (CPI).

6. Term and Termination:

- 6.1 Term: This Agreement shall commence upon acceptance of the quote and continue month-to-month basis until terminated by either party.
- 6.2 Termination: Either party may terminate this Agreement by providing written notice to the other party at least 30 days prior to the desired termination date.
- 6.3 Effect of Termination: Upon termination, the Provider will cease providing the Security Essentials package services, and the Client will no longer have access to the package benefits.
- 6.4 Any equipment that has been supplied under the Security Essentials package must be returned to Syntech IT within 14 days of completion of the contract (after the 30 days notice).

7. Confidentiality

- 7.1 Confidential Information: Both parties acknowledge that they may have access to each other's confidential information during the provision of services. Confidential information includes but is not limited to business strategies, trade secrets, customer data, and technical information.