

## **Terms and Conditions:**

### **1. Service Description**

The audio visual (AV) services covered under this agreement include but are not limited to the provision, installation, maintenance, and support of audio and visual equipment such as projectors, screens, sound systems, video conferencing systems, and related peripherals.

### **2. Service Provider Responsibilities**

**Installation and Setup:** The Service Provider will ensure the proper installation and setup of all AV equipment according to industry standards and the specifications provided by the Client.

**Maintenance and Support:** The Service Provider will provide regular maintenance and timely support to ensure the uninterrupted operation of all AV equipment.

**Troubleshooting and Issue Resolution:** The Service Provider will promptly address any issues or malfunctions reported by the Client and work towards resolution within the agreed-upon response times.

**Equipment Upgrades:** The Service Provider will notify the Client of any necessary upgrades or enhancements to the AV equipment and seek approval before implementation.

### **3. Client Responsibilities**

**Access and Cooperation:** The Client will provide necessary access to the premises and cooperation to facilitate the installation, maintenance, and support activities carried out by the Service Provider. The Client will bear the cost of height access equipment hire if required.

**Reporting Issues:** The Client will promptly report any issues or malfunctions related to the AV equipment to the Service Provider's designated contact person.

**Compliance:** The Client will comply with the instructions provided by the Service Provider for the proper use and care of the AV equipment.

### **4. Service Levels**

**Availability:** The AV equipment will be available for use by the Client during agreed-upon service hours.

**Response Time:** The Service Provider will respond to reported issues within the specified hour timeframe of chosen SLA Level and during normal business hours.

Availability of specific response times may vary by location. Response times are Target Response Objectives and are quoted for Brisbane Metro Area only (up to 100KM).

4 business hours on-site response time for Platinum Care (Requests made after 10am may have next business day response).

Next Day on-site response time for Essential Care Plus (Requests made after 1pm may have next business day response). Service callouts are applicable to break / fix situations and does not include training hrs.

### **5. Single Technician Provision**

Our service agreement includes the provision of one qualified service technician to perform the specified services as outlined in the agreement. If the scope of work or the complexity of the task requires the

presence of additional service technicians beyond the initially agreed upon single technician, additional fees will apply. The client will be informed in advance if it becomes apparent that the task requires the presence of additional technicians. Approval may be obtained through written consent, email confirmation, or other mutually agreed-upon methods.

## **6. Service Performance Measurement**

Service performance will be measured based on agreed-upon key performance indicators (KPIs) such as uptime, response time, resolution time, and customer satisfaction surveys.

## **7. Height Access Exclusion**

In the event that height access cannot be provided by the client a chargeable cost may apply. This cost covers any additional expenses incurred by the service provider due to the exclusion of height access. The client must approve the chargeable cost before any additional work is undertaken or expenses incurred. Approval may be obtained through written consent, email confirmation, or other mutually agreed-upon methods.

## **8. Termination**

Either party may terminate this agreement with 30 days' written notice if the other party fails to remedy a material breach of the agreement within a specified cure period.

## **9. Miscellaneous**

Force Majeure: Neither party shall be liable for any failure or delay in performing its obligations under this agreement due to causes beyond its reasonable control, including but not limited to acts of God, natural disasters, or government actions.

## **10. Fair Use and Acceptable Use**

Reasonable Consumption: Users are expected to utilize our Service in a manner consistent with typical usage patterns. Excessive consumption that may impair the experience of other users is not permitted.

Lawful Use: Users must adhere to all applicable laws and regulations while using our Service. Any activity that violates local, national, or international laws is prohibited.

Respect for Others: Users must respect the rights and privacy of others. Harassment, defamation, or any form of abusive behaviour towards VP staff is not tolerated and may result in voiding your service agreement.