AITS "Adelaide I.T Solutions"
I T   S u p p o r t | W e b   D e v e l o p m e n t

Remote Support Subscription

Have peace of mind for less than the cost of your lunch!

AITS Remote Support is an annual subscription saving you $$ on hourly support costs with the flexibility of instant login by AITS technicians.

What is included?

✓ Discounted Rate of **$89** – save up to 30% by avoiding an on-site call
✓ 1 Hour Remote Support for Workstations, Systems and Laptops
✓ Unlimited Machines
✓ Less waiting time
✓ Summary of work available on request

Time is charged in 10 minute blocks. You have 12 calendar months to use these 6 blocks, and a new subscription with 6 more blocks can be bought if you use your first hour.

What is not included?

Servers, iPhone/Smartphone troubleshooting, networking

How does it work?

We use the remote service LogMeIn®. If you do not already have this installed on your system(s), we will send you a link along with easy to follow instructions to install the service on your system(s).

Normal sessions will be carried out within normal business hours; however, in some instances AITS may require your system(s) to be left 'on' to access after-hours. AITS will advise you if this is required.

What do you need to do?

Call AITS on **8358 0944** and quote your Visa or MasterCard, or email us at admin@aits.com.au to start Annual Remote Subscription. Once this has been processed, simply call us to request support when you require it next.

Once you have booked your service call, ensure that you have internet connectivity and that your required machine is left "on".

For more information on this service, please contact AITS on (08) 83580944.

Credit Card Authorisation

Please complete the details below, to authorise payment from your credit card to Adelaide I.T Solutions (AITS). Once completed please return to our office via fax, mail or direct to technician.

Once payment has been approved, your remittance will be emailed to you at the address nominated below.

Nominated email address for remittance (Accounts):

_____

I _____ authorise Adelaide I.T Solution (AITS) to debit my Credit Card as detailed below.

Credit Card Details

Credit Card Number

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date

☐☐ / ☐☐

Credit Card Type

☐ MasterCard   ☐ Visa

Name on Card: _____

Signature: _____ Date: ☐☐ / ☐☐ / ☐☐

Simple Terms and Conditions

1. Valid for 1 calendar year
2. Commencement date of subscription is the date that AITS receives cleared payment.
3. Hours outside of the subscription (blocks) are charged at normal remote hourly rate of $99 for remote and $120 business per hour.
4. Credit Card payment required at time of subscription
5. EFT payments also available. 24 hour activation time is required.
6. Unused hours will not be refunded and are not transferable

Contact us for further information/queries on 8358 0944