

How does out of scope or in scope service billing work?

The technician dealing with a problem is required to follow several procedures when servicing you, regardless of whether it is billable or not. Those procedures are as follows:

The support person who receives the client's call for support is required to open up a trouble ticket. This is to document the call, the reason for it, and how long it takes so that the technician's time can be accounted for.

The support person then does some quick trouble shooting routines to help the client out, several procedures take place:

If it is a hardware issue, which can't be resolved using standard trouble shooting techniques, a new or refurbished unit is to be dispatched. If the unit is under warranty, no charge is to be billed for the unit. Labour time, shipping and handling are still billable. For example; your Back-Office computer goes down, and is under warranty. The new unit is covered, the time it takes to prep the unit and the shipping are not. There will be an Add-On document attached to the trouble ticket for the purpose of generating an invoice.

If the hardware issue is out of warranty, the Add-On document is still generated, but the charges related to replacement are added, and the Add-On is sent to the client for sign-off prior to shipping.

Anytime there is interaction requiring something that is not covered under your service and support, and requiring you to spend money, you should receive the Add-On quote for sign off prior to the work being done. Once you've signed off, there are no ancillary charges unless it is done through a service ticket from an onsite visit, which you also sign off on. Wiz-Tec comes on site to solve the problem and doesn't leave until it is solved.

The client must respond when calling in for service. When a client calls us and then put us on hold to deal with something else, the moment the clock goes past the 15 minute mark, the "waiting" component becomes billable. We encourage our customers to call when they are ready for service, because time is money for us too, and we are no more excited about explaining that the charge on the invoice is for "waiting" on the client than the client was for receiving it.

As per the terms of your contract, all shipping and handling is your responsibility.

You as the client have the right under Wiz-Tec's Service Policy to request:

- A copy of any trouble tickets
- A copy of any Add-On requiring invoicing to you
- A copy of any Site Service Ticket
- A copy of any invoice for billable services



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