



We love it when your PC works for you!
help@ihatemypc.com.au - www.ihatemypc.com.au

Thanks for considering us to help you with your computers and related devices.

Before we get started we'd like to let you know how we operate.

Our vision

- **To be Australia's best computer help company**
- **To have smiling customers with their computers doing what they want**
- **To deliver the highest levels of service and caring**
- **To facilitate the dreams of our team and our customers**
- **To help the world through recycling and appropriate use of technology**
- **To work with people who are joyous, have a sense of humour, are positive and value what we do for them**

Our commitment to you

1. We understand that you are the victim of bad software, poor quality technology and unclear communications. **We empathize with you totally - that's why we exist!**
2. We will do our best to help you overcome your computer issues in a friendly, cost effective and timely fashion.
3. We will communicate with you **honestly**, in plain English and in a timely fashion.
4. We'll arrive on time or notify you by phone when circumstances thwart our legendary **punctuality**.
5. We give 100% attention when on site or on the phone. This means you may be asked to leave a message so we can call you back. We promise to get back to you as soon as possible and give *you* 100% attention at that time.
6. We don't leave your site or end a call until your problem is solved or a plan of future action has been agreed and you are happy.
7. We don't do quotes. They are a waste of time & the source of much angst for all concerned. Instead we do estimates and then work with you to deliver what you want within your budget.

Your commitment to us

To solve your problems we will need your help. To better serve you we ask that:

1. You agree to be **on time and available** to us at the location you've arranged with our technician.

2. You agree to pay us in a timely fashion.
3. You understand that computers and other technology in general are complex and sometimes unpredictable.
4. You understand that **events which took place before you engaged us** may impact on our ability to rectify the issues we are currently facing.
5. You understand that **pre-existing conditions** and technological complexities dictate that what happens to your computer does not necessarily relate to what we have done to alleviate other issues now or in the future.
6. You **disclose all relevant information** to us so that we may rectify your issues.
7. You accept our advice and be aware that you are responsible for the results if you choose not to.
8. **You understand that our advice, expertise and time are valuable.** Please don't ask us to deliver any of these free. Our invoices are always fair and discounted where applicable.
9. You accept that we reserve the right to change rates, charging structures and costs any way we see fit. Of course we'll talk to you in advance about any changes that may affect your current plan or work.
10. **You give us a call right away if any of this needs clarification or you have a problem with anything we've done.**



By reading this document and continuing to work with us you agree to do so with the objective of achieving mutually beneficial outcomes.

Communications with You

The office phone **02 8977 4007** is our **primary** number. For out of hours calls please leave a message. We are notified automatically by the system and someone will call you back as soon as possible.

Proud finalist



Email Contact

Account Enquiries – Accounts@ihatemypc.com.au

General Help – help@ihatemypc.com.au

David Moore – **Mobile 0410 318 325**, david@ihatemypc.com.au

Emails to us are processed at least once a day, but as we are frequently on-site urgent communications should be via telephone.

Rates, hours and other things you should know

- Our business hours are Monday to Friday 8.30am to 5.30pm.
- Our **Technician** hourly rate is **\$140 inc' GST**
- Our **Senior Technician** hourly rate is **\$150 inc' GST**

- Our **Technician** out of hours rate is **\$190**, our **Senior Technician out of hours rate** and **Principal Technician's rate** is **\$200** inc' GST
- Our **Principal Technician's out of hours rate** is **\$230** inc' GST
- Travel time over 30 minutes is charged at the applicable hourly rate (total of forward and return journeys combined). Travel time it is calculated from where the I Hate My PC team member was last. The reasons for this are that a) Teams members are located all over the place - you are sent the closest person available, b) Usually this strategy works out better for clients as going from one job to the next ends up cheaper than charging from a fixed point.
- For out of hours calls **100% of travel time is charged at the applicable hourly rate**
- **All Off-site work, Telephone, email & remote support** is charged in 15 minute increments at the applicable hourly rate.
- **Minimum charge** for any site visit is 50% of the applicable hourly rate
- **Emergency calls** necessitating re-scheduling of another client's appointment incur an additional surcharge equal to 50% of the applicable hourly rate.
- A **cancellation fee** equal to 50% of the applicable hourly rate applies to appointments cancelled less than 24 hours in advance. This is in consideration for other clients who are waiting for appointments and the technician who has set time aside for you. We appreciate your understanding this issue.
- If you aren't there when we arrive at your premises we'll try to ring you and wait a minimum of **15 minutes** before deeming the appointment cancelled. Please be aware if you are late for your appointment, there may not be enough time to complete the work, so to save the next client from waiting, another appointment may need to be scheduled. The visit will be invoiced as if it were a normal appointment per the above criteria.
- **Payment is required at the end of the visit or call.** Payment can be made by cash, cheque, VISA/Mastercard, PayPal or direct transfer by arrangement.



Thanks for your custom past, present and future.

David Moore – Principal PC Protagonist

So we fixed the immediate problem. How about getting proactive now?

Want an expert to check your computer every day?

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Special offer: Try it **FREE** for 30 days at
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