

Support:

- Desktop | Quantity : _____ Hardware Software : _____
- Server | Quantity : _____ Hardware Software : _____
- Other (Please Specify) : _____
- Microsoft Linux : _____

Services Level/Requirements:

- Office Hours After Hours _____

- Service required from _____ to _____

- Preventative Maintenance :** **Total:** _____

Workstations:

- Virus, Software and Windows Updates
- Computer cleanup and optimization
- Events reviewed to prevent software, system or security issues
- Hardware Test

Servers:

- Virus, Software and Windows Updates
- Server Cleanup and Optimization
- Hardware Test
- Review of Services and Event Logs
- Review of Backups
- Daily reports on Server Performance (monitored daily) (OS dependant)
- Monthly Usage Reports (OS dependant)

- End-User Support:** **Total:** _____

- Weekly onsite visit of _____ hours
- Call-outs and problem solving limited to an additional _____ hours per month
- Software Crashes
- Virus/Malware infections
- Internet/Mail and networking issues
- Printer Issues
- Hardware Issues
- New Software Installations
- New User Account & Setups
- Minor Upgrades
- General queries and problems
- Reloading of Systems & Setup if required
- However, where possible and after hour's maintenance is required on the servers it will be handled within the End-User Plan fees.
- Other : _____
- _____

Not covered in End-User and Preventative Maintenance:

- Any Software/web Design
- Complete Relocation of Equipment
- Installing of new network infrastructure (new network points)

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- System wide software upgrade/deployment/major upgrades – with exceptions _____
- Installation and setup of new equipment
- Repair or purchase cost of hardware/equipment
- On site service for mobile clients
- Support of Industry Specific Software (where vendor is available i.e. Pastel)
- Support on equipment not “tested and repaired” by us. E.g. IF another vendor are still responsible for cabling we cannot be responsible for that cabling until approved by us.
- Discounted hourly rates will apply for these “projects”

Hardware Requirements:

Purchase Rental

Server | Quantity : _____ **Total:** _____

Server Specs | No of Users | Use | Software

Hardware Requirements : _____

Backup Method : _____

Network / Internet connection : _____

Hardware Firewall Required : _____

Microsoft | Define : _____

Linux | Define : _____

Anti Virus | No Of users : _____

No of Users : _____

Intended Use : _____

Other Requirements : _____

On Site Hardware Support : _____

Desktops | Quantity : _____ **Total:** _____

Hardware Requirements : _____

Microsoft | Define : _____

Linux | Define : _____

Other Software (e.g. Office/OpenOffice) : _____

Anti Virus : _____

Intended Use : _____

Other Requirements : _____

On Site Hardware Support : _____

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Notebooks | Quantity : _____

Total: _____

Hardware Requirements : _____

Microsoft | Define : _____

Linux | Define : _____

Other Software (e.g. Office/OpenOffice) : _____

Anti Virus : _____

Notebook Bag Notebook Mouse

Intended Use : _____

Other Requirements : _____

On Site Hardware Support : _____

About Zoobe:

Benefits & Advantages

You can immediately take advantage of the number of opportunities to enhance your IT solution by combining your IT needs into one tailored package.

We are a 'one-stop-shop' giving anyone the benefit of having one contact for all IT services and solutions, alleviating the pressure from you to make sense of the complex IT world. By establishing a beneficial partnership with Zoobe, we can assist you in making key decisions to enhance and streamline your IT infrastructure.

Zoobe is constantly developing and improving on our first class service. This enables us to enhance the scope and opportunities for your company and ever changing needs.

Some of our Services Offered

IT Support - Hardware & Software.
Implementation of complete office solutions - Networks, Servers & Client machines.
Hardware & Software Sales - Gaming & Corporate. Internet Access (Analogue, ISDN, ADSL & Wireless). Email & Website Hosting. Web design & Development. FREE Fax to email. SMS in a Box, Off-Site Backup, CCTV and much more!

About Zoobe

Zoobe started as a small company focusing on computer peripheral sales and specialized in after hours consulting and support. Prior to founding Zoobe, the members had more than 10 years corporate experience at the following companies : Sanlam, Senwes, Steinmuller, Denel Aviation, Airmotive, Turbomeca Africa, Armscor, Business Unity South Africa, Daimlerchrysler South Africa.

Why Us?

The members firmly believe and trust that with the experience gained we can provide an efficient, reliable and professional service according to your specialised needs.

One contact for all your needs whether hardware, software, support, development or ISP related services

BEE

Zoobe is BEE compliant.

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Terms & Conditions

- **Payment must be made within 7 days** of receipt of invoice or no later than the 2dn of each month. Interest will be charged at 2% above prime interest rate, accumulated daily until invoice is paid in full. Debit orders accepted.
- **Failure to settle the invoice** in full may result in downtime of services rendered to the client until payment has been received and confirmed. **(I also agree to pay any additional costs that Zoobe would encounter to collect any outstanding payments). I Understand if my Debit Order gets returned for any Reason I will pay a R40-00 Penalty FEE**
- **The client will still remain liable for the monthly payment even if the client decide to move the services to another Service Provider. The contract can be cancelled by paying the outstanding amount on the remainder of the contract in full. Until such time, the client is still bound by the terms and conditions of this contract.**
- **Cancellation of services** must be done in writing sixty (60) days in advance. Services will only be cancelled after any outstanding amounts on the clients' statement has been received and confirmed.
- Zoobe will not be liable to the subscriber nor to any associated party for damages, incidental or consequential, of any nature whatsoever.
- The subscriber shall not resell or make availability to any third party such as services they might receive from Zoobe unless agreed upon.
- Zoobe **reserves the right to with hold access for overdue accounts**, while the subscriber shall continue to be liable for the services until the 60 days notice in writing was received and confirmed by Zoobe.
- **Only registered users and or subscribers are authorized** to use the services from Zoobe.
- **Zoobe agrees to fulfill and live up to the agreed contract and providing the best service possible.**

Personal / Company Information

Zoobe

Title (i.e. Mr, Miss, Mrs.)		Surname	
First Name	Initials	Date Service is required	
I.D / Company Registration Number		Company Name (if applicable)	
Vat Number			
Postal Address		Physical Address	
Postal Code		Postal Code	
Telephone Number (Work)		Telephone Number (Home)	
Fax Number		Mobile (Cell) number	

I, _____ (full name), I.D Number _____ hereby authorize Zoobe (Zoobe (PTY) Ltd) to create and set-up my services as mentioned above in terms of the Zoobe Application package. I hereby agree to settle the above mentioned costs as per the Terms & Conditions section of this document. I hereby agree that I have read and understood the Terms and Conditions section of this document. Authorized withdrawals will be processed by BanServ/Netcash. All Prices are excluding VAT once the debit order instruction has been completed.

Acceptance Signature

Date

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Debit Order Instruction:

Name (Debtor) : _____ Date : _____
Address : _____ Contract No. : _____
: _____ Debit Amount : _____
: _____

Dear Sirs/Madams

The details of my bank account are as follows:

BANK : _____
BRANCH/TOWN : _____
BRANCH NO. : _____
ACCOUNT NAME : _____
ACCOUNT NO. : _____
TYPE OF A/C : _____ (e.g. Savings, Current, Transmission, etc.)

I/we hereby request and authorise you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account) the sum of _____

(state amount in words) or any variable amount pertaining to this agreement, on the first working day of each and every month. This being the amount necessary for the payment of the monthly payment/premium/payment due to you in respect of our purchases/contract/agreement dated _____ / _____ / 200 _____.

I/We the undersigned understand if my Debit Order gets returned for any Reason I will pay a R50-00 Penalty FEE
All such withdrawals from my/our bank account by you shall be treated as though they had been signed by me/us personally.

I/we the undersigned, "instruct" and authorise your agent Netcash (Pty) Ltd, to draw against my/our account with the abovementioned bank, I/we understand that the withdrawals authorized here will be processed by BankServ and I/we also understand that details of each withdrawal will be printed on my/our bank statement.

I/we agree to pay any bank charges relating to this debit order instruction.

This authority may be cancelled by means of giving you thirty days notice in writing, sent by prepaid registered post, but I/we understand that I/we shall not be entitled to any refund of amounts, which you have withdrawn whilst this authority was in force if such amounts were legally owing to you. I/We also authorise Zoobe to submit debit orders with the outstanding amount, should any debit orders return.
I/We understand that I/We will pay a Penalty fee should my debit order be returned.

Assignment:

I/We acknowledge that the party hereby authorised to effect the drawing(s) against my/our account may not cede or assign any of its rights and that I/we may not delegate any of my/our obligations in terms of this contract/authority to any third party without prior written consent of the authorized party

Signed _____ on this _____ day of _____ 200 _____

SIGNATURE AS USED FOR SIGNING CHEQUES

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