

## Terms of Service

### What to Expect

Everyone's time is valuable; in addition to being valuable, everyone's time is limited and should be respected and made the most of in the most efficient way possible. While these Terms of Service may seem lengthy and unnecessary to some people they do clearly lay out what to expect when you work with me. I am not like other IT people you may have encountered in the past and my Terms of Service reflect this.

### Your Time is Valuable

We will make the most of our time together by getting straight to the task at hand and once we have resolved your issues it is unlikely you will need me again until you have a new challenge. Possibly not a good business model as it minimises repeat custom, however, I feel that an issue should be solved at the outset and not left to linger on and on. This saves you being frustrated with an unsuitable solution and saves you money in the long run.

Is £30 an hour really that cheap if they take five attempts to resolve the same problem? What if you lose all your data because they did not secure your system adequately because you didn't specifically ask them to do this. What happens if an unknown stranger has hijacked your computer and is now demanding money before you can have access to your files? The problem that your £30 an hour IT tech created is now going to cost five times as much as the original job you hired them to do. This isn't including your wasted time.

### My Time is Valuable

I like helping people and I am really good at solving people's technology issues so they can enjoy their technology instead of fighting with it. This is only one part of my life and like you I have many interests outside of my work. For this reason I have a detailed process of how we will work together to ensure you get the best service from me and your technology.

### Your Mindset

- *Willing to Learn*

My clients are different to the traditional users of IT support services. They have a variety of technical ability ranging from very inexperienced with minimum technical knowledge right up to advanced IT experts in VoIP; they all have three things in common: they are willing to listen, follow instructions and have confidence in their own abilities.

- *Security Conscious*

At the core of my solutions is data security. This is something that is very important to me therefore the clients I work with must be committed to making their technology secure in the best way possible. This is not always through the most expensive method possible, sometimes just simple changes to habits need to be made.

- *Willing to Take Advice*

I respect my clients and I ask that they respect me. I have spent many years training, researching and developing custom solutions across a variety of platforms and industries around the world. I have the reputation for making the impossible, possible with technology and can explain to you in non tech jargon why an alternative solution is not the best one for you.

- ***Appreciate Quality of Service and Products***

I am not your solution provider if you are initially looking for the cheapest service provider out there. In the long run I will most likely be the cheapest option for you because everything will continue to work as you need it to and your availability will increase. You won't need to have multiple service calls to your site, which waste your time and money. I typically perform maintenance remotely out of regular business hours and many initial issues can be solved this way too.

*If you do not have all of the above qualities, it is unlikely that we will be able to work together.*

*If you have these qualities and would like to proceed with an initial consultation, read on.*

## **Making a Booking**

I recommend making a booking through my website: <https://hirefletcher.youcanbook.me>

### **The Internet advantage:**

- You can set the appointment when you want
- You can set the appointment for the same day when there is availability
- You will have a written confirmation by e-mail, so there is no misunderstanding

To ensure those who need assistance get it when needed, we charge for missed appointments or those cancelled with less than 24 hours. The booking fee you pay when making the original appointment will be retained in these cases.

### **Location of Appointments**

- I predominantly use remote sessions as I find these more effective. This will begin with a video call and then will most likely progress to remote access to your computer to understand your issue more fully while you watch.
- If a remote session is not suitable, Face-to-face sessions are available at select locations in Invergordon, Inverness and Nairn. If you require a site visit, I am able to undertake this with prior arrangement on select days and travel costs will be payable.

The software used for the remote sessions is secure and is password protected with you having to give me permission to access your computer before I can gain access. The password is only good for one session and once a session is closed there is no way to re-enter your computer without you first giving permission again.

Remote sessions are especially effective when a system cannot be moved or the user has minimal mobility but needs specialised help urgently.

### **Before your Appointment**

#### **Information Required**

- Prior to your appointment you will be asked for an outline of the issue you want to have resolved. It is important that you give as much detail as possible so that when we talk we use our time efficiently to focus on potential solutions for you.
- It is useful to know what type of device is being used, the version of software, events leading up to the issue and what you want to be able to do after our appointment. Taking the time to mindfully think through your issue and potential solutions will ensure we make the most of your appointment with me.

## Fees

### Discovery Sessions

I offer up to 30 minutes discovery remote sessions free of charge, which must be booked in advance via my calendar. The purpose of these sessions is to determine if we can work together and what some solutions may be. No technical fixes will be carried out during these appointments they are purely to get to know you, your technology and your needs.

Not all exploratory appointments last the full thirty minutes because instead of filling air space and wasting your time I move straight to paid services after only a few minutes. The reason for this is some challenges are quickly identified and solutions can be deployed immediately. Don't be surprised if I get straight to fixing your challenge within a few minutes, I am ensuring I don't take up more of your time or money than is absolutely necessary. You are not missing out in any way.

### Initial One Hour Consultation

An initial fee of £120 (VAT exclusive) is payable at the time of booking a one hour appointment. This covers one hour technical consultation facilitated through video chat & remote access to your device.

It may be possible to resolve your issue during this time if it is straightforward and you have adequate security measures in place already.

If your query is not resolved within this time you will have the option to continue service at the rates below:

Hourly Rate:	£120
Day Rate:	£800 *
After Hours Rate:	£180p/h **
Travel:	Actual Costs

\*The Day Rate includes seven hours of work within any one day. These can be used during normal business hours only.

\*\*The After Hours Rate will be charged when work is required outside of normal business hours and must be agreed prior.

At the end of the session you will be invoiced and payment is due at that time. You can make a secure payment by credit card or bank transfer. I am not VAT Registered.

The above advertised fees are non-negotiable and the right to discount rates is reserved at the sole discretion of Charles 'Matt' Fletcher.

### During your Appointment

My goal is to get as much into your session as possible and if at all possible find and deploy a solution for your requested issue during the session.

If it is not possible to deploy a solution at that time, I will be able to tell you what will be needed in order to do so effectively.

***In order to achieve the best results and to minimise disruption for you please expect the following during remote and onsite sessions:***

### No Interruptions

- After initial introductions and quick questions regarding the issue don't expect polite meaningless conversation while I work. I love to talk about important things but when I am working on your technology issues I need to concentrate so you get what you are paying for. Please don't mention the weather or ask about Brexit - these things don't matter during our session and they will not be part of your solution, so best to save your time.

## Questions

- Please be available while I am working so I can ask you questions if need be. Please don't hover over my shoulder if I am onsite but be close by so I don't have to waste time looking for you. Carry on with whatever you normally do, it is fine as long as I can get your attention if I need you. If you have questions while I work please save them until I ask you - this ensures I am fully focused on the task at hand until it is complete.

## Advice

- It is very offensive to disparage my advice when you have asked me for it and I have taken the time out of my day to give it to you. If you knew what was the best solution for you, you would not have booked an appointment with me. I have vast experience in the technology world and although I admit I do not know everything, I have a very good grasp of most things and those that I do not, I have specialists who can assist me with any support I need. Please be respectful even if you disagree with me and I will be respectful of you.

## Expectations

- Technology, although accessible and relatively easy to use, has a complex makeup. Just like law, medicine or science, the knowledge required to fully understand how each aspect affects another is considerable. Some issues may seem easy to fix on the surface; however there may be many hidden intricacies, which will affect long-term usability. Do you want to put a plaster on the problem or fix it once and for all? I don't do plasters.

## Refreshments

- These are not necessary when I am onsite unless I ask, however if as a host you like to give guests light refreshments I am happy with a glass of cold water or espresso style coffee, just black.

## After Your Appointment

Once we have finished our session and full payment has been made you will receive a follow up email within seven days with reminders of some of the things I have suggested and any other important information you need to know. You will be given a direct number for support so you can reach me if you have further questions about the work I have completed or in the unlikely event something fails to perform as expected.

## Right to Refuse Service

On rare occasions it is not possible to work with a potential client even though they are keen to do so. In these cases the initial 60-minute exploratory session will be concluded as normal but no further services will be offered. Where possible, alternative service providers will be suggested.

## Disclaimer

*All work is undertaken at the clients risk.*

*Technology is unpredictable so it cannot be guaranteed that all issues can be solved indefinitely.*

*I will use best practices to ensure upmost care of your technology but does not accept responsibility for loss or damage to data, software or hardware during work undertaken.*

If you have any questions at all please let me know. I look forward to working with you soon.

# Matt