



Service Policy

1. **Introduction:** This IT Service Policy outlines the terms and conditions for the provision of IT services by Arsenal Computing LLC. This policy aims to ensure the provision of quality and timely IT services to our clients while maintaining fair billing practices.
2. **Hourly Rate:** Our hourly rate for IT support services is \$80.00 plus applicable tax. This is a per task rate, each task will be billed by the hours used. Services are billed on an hourly basis, with time rounded up to the nearest hour to ensure fairness and simplicity in billing practices. This approach applies to all our services, ensuring transparency and predictability for our clients.
3. **Per-Minute Charge:** In addition to the hourly rate, a per-minute charge of \$2.00 will apply for any service rendered outside of the hourly rate. This allows for more flexible billing tailored to the actual time spent on a service, ensuring fair and transparent pricing for our clients.
4. **Billing:** occur upon completion of the task unless otherwise specified in a contractual agreement with the client. This ensures that clients are charged only after the successful delivery of our services, aligning with our commitment to customer satisfaction and transparent billing practices.
5. **Free Initial Consultation:** We are pleased to offer one complimentary consultation session for new customers. This initial consultation allows us to understand your specific IT needs and discuss potential solutions.
6. **Subsequent Consultations:** After the free initial consultation, our standard rate for consultations is \$80 per hour. This fee will be applicable for any additional consultations requested.
7. **Consultation Fee Reduction:** Should you choose to proceed with our services following the consultation, we may reduce or waive the consultation fee as a part of the overall service package.
8. **Service Offerings:** We offer two types of IT services: remote support and on-site support. Our services include but are not limited to: troubleshooting, repairs, installations, and consultations.

9. **Remote Support:** Remote support is available for all IT support services, including software installation, troubleshooting, and system upgrades. Our technicians will use secure remote access to diagnose and fix issues with your systems.
10. **On-Site Support:** On-site support is available for more complex IT support services, including hardware repairs, network installations, and server maintenance. Our technicians will travel to your location to provide hands-on support.
11. **Response Time:** We understand that IT issues can be critical to your business operations. Our technicians will respond to your support requests as quickly as possible, and we strive to resolve issues in a timely manner.
12. **Service Level Agreement (SLA):** We offer a range of SLAs to meet the needs of our clients. Our SLAs include guaranteed response times and resolutions times, as well as priority support for critical issues.*
13. **Service Rates:** We charge an hourly rate for all IT services. For remote support, there is a minimum billing of 1 hour. For on-site support, there is a minimum billing of 2 hours. Any additional time beyond the minimum billed time will be charged at the same hourly rate.
14. **Service Hours:** Our IT support services are available during regular business hours, Monday to Friday, from 9 AM - 5 PM. We also offer after-hours support for critical issues and emergencies.
15. **Service Request Process:** Clients can request IT services by calling our hotline or sending an email to our support team. Our team will assess the issue and provide an estimated time and cost for the service. Clients must agree to the estimated cost before we proceed with the service.
16. **Service Payment:** Clients will be invoiced for IT services rendered. Any equipment purchase may require a deposit for new clients. Current clients may still be subject to deposits. Payment is due within 30 days of the invoice date. We accept payment by bank transfer, credit/debit cards, or cheque. Late payments will be subject to a late payment fee of 3.5%.
17. **Service Warranty:** We offer a 30-day warranty on all IT services provided. If the same issue arises within 15 days of the service, we will provide the necessary support free of charge.
18. **Product Recommendation:** At Arsenal Computing LLC, we often recommend products (hardware or software) that we believe will best meet the specific needs of our clients' projects. While we strive to recommend products of the highest quality and reliability, we are not responsible for the performance or satisfaction of the products

themselves, as these are subject to the terms and conditions of the respective manufacturers or service providers.

If a client is not satisfied with a product we recommended, we ask to be notified within 15 days of product installation or implementation. Within this period, we will work with the client to address the concern, which may include finding a suitable replacement or adjusting the solution to better meet the client's needs. It is our goal to ensure that the solutions we provide, including product recommendations, align with our clients' objectives and satisfaction.

19. **Cancellation Policy:** Clients may cancel or reschedule services with at least 24 hours' notice. Cancellations within 24 hours of the scheduled service may incur a fee equivalent to one hour of the service rate.
20. **Confidentiality:** We understand the importance of confidentiality when it comes to your business information. Our technicians will maintain the highest level of confidentiality and respect for your privacy.
21. **Service Guarantee:** We guarantee the quality of our IT support services. If you are not satisfied with the level of service you have received, please let us know, and we will work with you to address your concerns.
22. **Service Termination:** We reserve the right to terminate services to clients who breach this policy or fail to make payment for services rendered. Termination will be communicated in writing and will take effect immediately upon receipt of the notice.
23. **Service Liability:** We will not be liable for any loss or damage arising from the use of our IT services. Clients must maintain their own data backup and take all necessary precautions to protect their IT systems.
24. **Service Changes:** We reserve the right to amend this policy at any time. Clients will be notified of any changes in writing or by email.
25. **Device Handling and Liability:** Arsenal Computing LLC is committed to providing quality service while handling your devices with the utmost care. We are not responsible for any pre-existing issues or conditions of the device that are not related to physical damage caused during our handling. Clients are encouraged to report any concerns regarding their device's condition before the commencement of any service.
26. **Video Recording of Service:** For quality assurance and to protect both our clients and our technicians, Arsenal Computing LLC records all service sessions. These recordings are securely stored and only reviewed in cases where damage or malpractice is alleged. Video evidence may be provided upon client request under these circumstances to demonstrate the integrity of our service process.

27. Physical Damage Liability: In the event of any physical damage to a device while in our care, Arsenal Computing LLC will assume responsibility and address the damage in accordance with our service warranty terms. This excludes any issues unrelated to physical damage such as data loss, software malfunctions, or pre-existing hardware issues, which are not covered under this liability policy.

28. Client Acknowledgment of Data Transfer: By engaging our services, clients acknowledge that they understand and agree to these terms, including our handling and non-liability for pre-existing conditions that are not physically induced by Arsenal Computing LLC. Clients are advised to backup all data prior to service as a precaution against possible data loss.

By engaging our IT services, clients agree to the terms and conditions outlined above. If you have any questions or concerns, please do not hesitate to contact us.

***Services Response Times**

Trouble	Priority	Response Time 9am-5:00pm Weekdays	Response Time 5:00pm-9am Weekdays/Holidays
Service not available (all users and functions unavailable. Ex: Server down).*	1	Remote within 1 hours On-Site within 3 hours	Remote within 2 hours On-Site within 4 hours
Significant degradation of service (large number of users or business critical functions affected).*	2	Remote within 2 hours On-Site within 4 hours	Remote within 2 hours On-Site within 4 hours

Limited degradation of service (limited number of users or functions affected, business process can continue).**	3	Remote within 8 hours On-Site within 24 hours	Remote within 12 hours On-Site within 48 hours
Small service degradation (business process can continue, one user affected).**	4	Remote within 24 hours On-Site within 48 hours	Remote within 24 hours On-Site within 72 hours

*For same day services on priority 3 and 4 tickets must be entered before 4pm.

**Clients are assigned a specific technician however ARSENAL COMPUTING LLC will at its discretion assign a technician to address a service ticket or project work if needed.

***ARSENAL COMPUTING LLC reserves the right to allow ARSENAL COMPUTING LLC's NOC (Network Operations Center) to address all tickets initially. If the NOC cannot resolve a ticket, it will be escalated to an ARSENAL COMPUTING LLC Tier 3 or Tier 4 technician. If a ticket is escalated to ARSENAL COMPUTING LLC from the NOC, ARSENAL COMPUTING LLC may, in its sole discretion, determine that an onsite visit is necessary.

Client agrees that weather, traffic conditions or Force Majeure outside the control of ARSENAL COMPUTING LLC may extend or prevent remote or onsite response.

Website Policy

At Arsenal Computing LLC, we are committed to delivering high-quality website design and development services. This policy outlines the terms under which our website creation and hosting services are provided to ensure clarity and satisfaction for both our clients and our team.

- 1. Website Creation and Design Finality:** All websites created and designed by Arsenal Computing LLC are considered final upon the receipt of payment from the client, unless otherwise specified in a contractual agreement or included within an MSP (Managed Service Provider) service package. Our process includes

comprehensive consultations, design iterations, and client approvals to ensure the final product meets or exceeds expectations. Once the project is deemed complete and full payment is received, any further modifications, revisions, or updates will be subject to additional charges, unless stipulated differently in a specific contract or MSP service package.

2. **Yearly Hosting Services:** Arsenal Computing LLC offers yearly hosting services for websites designed by our team. The yearly hosting fee of \$150 plus applicable tax, covers the cost of hosting the website on our servers, ensuring that it is accessible to users on the internet. This fee is strictly for hosting services and does not include website maintenance, updates, or edits, unless specified in a contract or MSP service package.
3. **Charges for Edits and Updates:** Any requests for edits, updates, or enhancements to websites hosted by Arsenal Computing LLC, following the completion of the initial design and payment, will incur additional charges. These charges will be based on the nature and complexity of the requested changes. Clients will be provided with a quote detailing the scope of work and associated costs for approval prior to the commencement of any additional work, unless a different arrangement has been made through a contractual agreement or an MSP service package.
4. **Agreement and Acknowledgment:** By engaging Arsenal Computing LLC for website design, development, and hosting services, clients agree to the terms outlined in this policy. It is the responsibility of the client to review and understand the terms of service before the commencement of any project. This policy is designed to ensure a transparent and efficient working relationship between Arsenal Computing LLC and our clients, with flexibility provided by specific contractual agreements or MSP service packages.

Installation Policy

1. **Scope of Installation Services:** Arsenal Computing LLC offers comprehensive installation services that encompass a wide range of needs, from hardware setups, software installations, to complex network configurations. Our team is equipped with the necessary tools and expertise to ensure a seamless and efficient installation process, maintaining cleanliness and organization throughout the project.
2. **Installation Process:** Our installation process is designed to be thorough and efficient. We start with an initial assessment to understand the specific needs and requirements of the project, followed by the careful execution of the installation, including setup, configuration, and testing, to ensure everything is functioning correctly. We conclude with a final review with the client to confirm satisfaction.
3. **Scheduling and Timing:** Installations must be scheduled at least 72 hours in advance to allow for proper planning and preparation. The duration of the

installation may vary depending on the complexity and scope of the project. Clients will be informed of the estimated timeline during the scheduling process.

4. **Client Responsibilities:** Clients are responsible for the management and tracking of any old equipment prior to the installation. Arsenal Computing LLC will not be responsible for the disposal or management of any pre-existing equipment. Clients are encouraged to ensure that the workspace is accessible and prepared for the installation process.
5. **Billing:** The cost of installation services will be clearly outlined in the estimate and/or the contract provided prior to the commencement of the project. In the absence of a specific contract or estimate, services will be billed on an hourly basis. Our billing practices are transparent, ensuring clients are informed and agreeable to the terms prior to the start of any service.
6. **Warranty and Support:** Arsenal Computing LLC is committed to the quality of our work and offers a 15-day warranty on the installation work performed. Additionally, we provide a 30-day support warranty to address any issues or concerns that may arise post-installation. Equipment warranties may vary based on the manufacturer's policies and are subject to their specific terms and conditions.
7. **Communication Protocol:** We maintain an open and transparent line of communication with our clients throughout the installation process. Prior to the start of any installation, a dedicated project manager will be assigned to your project to provide updates, answer any questions, and address concerns. Our communication channels include email and phone, ensuring you are kept informed at every stage of the project.
8. **Client Preparation Checklist:** To ensure a smooth installation process, we ask our clients to prepare by following this checklist:
 - Ensure the installation area is accessible and clear of any obstructions.
 - Secure any necessary permissions or access rights required for the installation premises.
 - Verify that power sources and network connections (if needed) are available and operational.
 - Provide a secure space for any old equipment that will not be part of the new setup.
9. **Post-Installation Support:** Arsenal Computing LLC offers a 30-day support warranty following the completion of the installation, focusing on addressing any issues directly related to the installation work performed. Should you encounter any problems or require adjustments within this period, please contact us for support. For additional services or alterations not covered under the original agreement, services will be billed on an hourly basis.
10. **Upgrades and Additional Services:** Following the installation, we are available to discuss any future upgrades or additional services you might consider to enhance your system. Whether it's expanding your current setup, integrating new

technologies, or optimizing performance, we're here to provide the expertise and support you need. These services are offered separately and will be subject to our standard billing practices.

Policy Review and Update Process

Arsenal Computing LLC is committed to maintaining the highest standards of service and client satisfaction. Our policies are reviewed annually to reflect the latest industry practices, technological advancements, and regulatory requirements. Significant changes to our policies will be communicated to our clients via email and updated on our website. Clients are encouraged to review the updated policies to stay informed about any changes that may affect the services they receive from us.