

## TotalPOS Solutions

### Service and Support Fee Schedule

Total POS Solutions (TotalPOS) offers a range of services and support for both rental and purchased (owned) equipment. This includes remote support services and onsite work carried out by one of our service technicians or one of our authorised agents for EFTPOS, Cash registers and Point of Sale Systems.

The below schedule provides details of our service and support options. Please note our onsite support services only apply for Christchurch and within the Christchurch Onsite Hours. Any other onsite support is by prior arrangement, pending availability.

#### Christchurch – Office Support and Onsite Hours

Monday to Friday 8:30am – 5:00pm – Referred to as Business Hours (Excludes Public Holidays and Canterbury Anniversary Day)

Please refer to your EFTPOS / Point of Sale Rental agreement for any other terms and conditions.

#### **Onsite Support Business Hours**

Rental Agreements – EFTPOS and Point of sale Hardware                      Included in Rental

Owned (purchased equipment)    \$120+gst per hour  
(Minimum \$60+gst)

#### **Onsite Support outside Business Hours**

Pending availability for all periods outside of our Business Hours including weekends and public Holidays.

Rental/Owned Equipment    \$180+gst per hour  
(Minimum \$90+gst)

#### **Workshop (Office) Support**

Includes programming, set-up and repairs    \$120+gst per hour  
(Minimum \$60+gst)

#### **Remote support – Business Hours**

Rental Agreements – EFTPOS and Point of Sale Hardware                      Included in Rental

Owned (purchased Equipment)    \$120+gst per hour  
(Minimum \$20+gst – 10 minutes)

#### **Remote support Outside Business hours**

Rental Agreements – EFTPOS and Point of sale Hardware                      Included in Rental

Owned (purchased Equipment)    \$180+gst per hour  
(Minimum \$36+gst – 10 minutes)