

## Timebank Service Schedule and *Terms of Use*

### Service Overview

Timebank is defined as a pre-payment of time purchased in advance of professional services or non contract IT Service work.

Timebank can be purchased in a range of blocks including:

- 1 day
- 2 days
- 3 days
- 5 days
- 10 days
- 20 days

1 day is equivalent to 8 hours.

Time from the timebank can be utilised against project work, service requests outside of scope of a support agreement, change requests outside of scope of a support agreement or for non contract support services.

### Service Terms

Services are delivered as per the following terms:

- Time is deducted from the timebank in 15 minute increments for remote work.
- A minimum of 1 hour (unless stated within a support agreement) is deducted for onsite work.
- Line 1 and Line 2 Technical Support Engineers will utilise the time at the standard rate.
- Line 3 Technical Support Engineers will utilise the time at 1.5x the standard rate due to the seniority and scale of the engineer.
- When time is pre-purchased there is no expiry period for the time purchased.
- Pre-purchased timebanks are non-refundable.
- Upon cancellation of services, timebank credits are cancelled with no refund issued.
- Timebanks cannot be used where VIZST TECHNOLOGY needs to utilise a third party contractor.

- We reserve the right to decline a project to be delivered from within a timebank where we are asked to deliver work outside our standard service offering.
- Timebank is based on standard business hours, works outside of standard business hours will incur an increased multiplier of use which will be quoted in advance of works commencing.
- Timebank is not linked to a Service Level Agreement unless otherwise stated on the order form.