



## SERVICE AREAS OUT OF AREA CUSTOMERS

July 2015

### LOCAL SERVICE

#### Services Available:

- Emergency System Breakdown Service (usually within 24~48 hours)
- On site free quotes (usually available within 1~2 weeks)
- No travel time charges. Minimum service call our fee \$110 + GST.
- On site warranty available.

#### Local Service Area Limits:

EAST—Strathfield / Burwood (Note *this EXCLUDES THE SYDNEY CBD*)  
ILLAWARRA & SOUTH—Sutherland, Campbelltown  
WEST—Lithgow  
NORTH—Cowan

### REGIONAL SERVICE

#### Services Available:

- No Emergency Service Available.
- Ordinary Service usually available within 1~2 weeks
- Free Estimates (excludes site visit, usually available within 1 week) See "*Estimate Service*" below.
- On site free quotes (usually available within 4~5 weeks)
- Design fee quotes (available within 1~2 weeks)
- Travel Charges Apply (Approx. one hour for every four hours on site)
- On site warranty available (usually within 2~3 weeks)

#### Regional Service Area Limits:

EAST—East Coast (Inc Sydney CBD)  
ILLAWARRA & SOUTH—Shellharbour District (South Wollongong), Mittagong.  
WEST—Parkes, Bathurst.  
NORTH—Singleton, Cessnock, Central Coast (South of Tuggerah Lake/Wyong).

### NSW STATE WIDE SERVICE

#### Services Available:

- No Emergency Service Available.
- Ordinary Service not available.
- Free Estimates (excludes site visit, usually available within 1 week) See "*Estimate Service*" below.
- Design fee quotes available (available 2~3 months)
- On site warranty not available.

#### Regional Service Area Limits:

Anywhere in NSW.

### ESTIMATE SERVICE

A free estimate service is available for school wide PA systems. A free estimate is ideal if you need to apply for funding or otherwise find out an approximate cost before proceeding to get a formal quote. Estimates are produced by using data and pricing gathered from completing installations in other schools. Normally estimates fall within a thousand dollars (higher or lower) of a formal quote, depending on your school's situation.

- 1.) Call us or send us an email. We will send you a short questionnaire to fill out.
- 2.) Fill out the questionnaire. Attach a single page plan of your school (showing all class rooms) and either fax it or email it back to us.
- 3.) We will forward you the estimate within 14 days.
- 4.) If you like the estimate and wish to go to the next step, see "Design Fee Quotes" Below.

## **DESIGN FEE QUOTES**

*There is no such thing as a "Free Quote".*

For Local and Regional customers, we provide quotes by adding the cost of preparing your quote to the quote itself (known in the industry as a "deferred quote fee"). If you decide not to proceed with the job, the design remains our property and is held on file. If the school then decides to renew the quote in years to come, this can be done without the need for another site visit.

If you get someone else to do the job based on our design then you have to pay us the design fee. If we find this has happened then our terms and conditions permit us to take action to recover our losses.

Customers outside our Local and Regional limits are required to pay an "up front design fee" which covers the cost of travel to and from your site and time to complete the design. We then provide you with a design and quote. The difference is that in this case your school then owns the design and you can then choose to have the work carried out by another contractor without penalty if you so choose.

Design Fee Quotes typically range from around \$350 (for schools which involve a single day's travel) to around \$1500 (for schools in distant, isolated areas involving multi day travel).

Design Fee Quotes are the next step after receiving your "Free Estimate".

- 1.) The last page of your free estimate will show the amount payable for your design fee quote.
- 2.) To order your design fee quote, send us an official order (fax or email) showing the amount payable and "school PA system design provision" in the description.
- 3.) We will schedule your visit and contact you to let you know when it is.
- 4.) We visit your school, discuss your needs and complete the design and quote.
- 5.) We send you the completed design and quote, and an invoice for the fees, payable in 14 days.

## **EXCEPTIONS**

When several schools in a particular area (or on areas traversed to get there) contact us to obtain a quote, sometimes we can arrange to carry out several quote visits as part of a single trip. This greatly reduced the costs associated with travel to and from distant areas. Benefits are generally passed on to the schools concerned either by one or more schools qualifying for deferred quote fees where they would otherwise not qualify, or by reducing the quote fee for each school concerned.