



Remote Service Request Form

Date

Contact

Organisation

This document should only be signed by a person who has the authority to do so, on behalf of the organisation who has requested the service or installation.

Additional costs for hardware and/or software required to complete the service/installation may apply. Any additional requirements will be discussed by the technician prior to the work commencing.

A contact person must be provided to establish a remote connection. The client may also need to provide an IT contact to assist during the remote installation or service. If a connection is not possible and an onsite visit is required a "Service Request Form" will need to be completed and returned.

Costs for remote service or installation (Exclusive of GST):

- \$ 37.50 per 15 minute block

If you agree to the conditions above and would like to proceed, please complete, sign and fax this document back to BEAR Solutions on: **(02) 9869 7988**.

A technician will be in contact with you to confirm the appointment.

Signing this document indicates that you have read and agree to the terms and costs.

Client Approval:

Full name

Signature

Contact Ph.

Mobile (preferred)

Requested Date
of Service