

MEMBERSHIP TERMS AND CONDITIONS FOR STRAIGHT TO IT LTD.

Introduction

To help you get the best out of STRAIGHT TO IT Ltd. and to understand our responsibilities to you and your responsibilities to us, please read these terms and conditions. The language we use should make these terms and conditions as clear as possible. If you have any questions, a member of our team will be happy to help you. To help make these terms and conditions easy to read, we have split them into two parts.

- **Part A – Terms and conditions of membership**
- **Part B – Using your membership portal**

PART A

1. Responsibilities of each person who signs up to the membership will be individually responsible under this agreement. This means that:

- if the member tells us to do anything in relation to the membership (including ending it) we will take that as authority;
- each member will be responsible for paying any additional fees which they have to pay for using services.

2. The How To portal is specifically intended to provide IT support to Home Users.

Membership for one individual person. Membership is free of charge.

3. Included in your membership

3.1 Rapid-Response Service is based on the response to enquiries made via email. All enquiries received between Mon-Fri 9am-5pm Excluding Bank Holidays will be responded to within two hours by a member of the STRAIGHT TO IT team. Straight To IT aims to resolve all issues on the same day however if more technical issues require greater attention then this may take longer.

3.2 Priority Support- Members requests will be prioritised over non-members.

3.3 24hr Access to Straight To IT Member's Portal and How to platform– Members can access this site at any time and anywhere. This is provided that they have an enabled internet connection.

4. Home Support

We may not be able to resolve all issues on the first attempt.

Some technical issues may need a home-visit therefore if this is the outcome after a remote session which did not resolve the issue, then the user may decide if they wish to proceed with Home Service Support. Home Support is explained on the website.

5. Remote Support

Remote support are sessions which enable the user and a member of the Straight To IT Ltd. to connect via the user's screen. Sessions will take place over the phone, while the user is instructed how to allow the engineer to access and take control their desktop/screen using a remote application.

5.1 Users will be expected to have a remote application downloaded to their system. For those who who require assistance, the engineer will assist the user throught the downloading and setting up of the remote application.

5.2 We will not delete anything without the user's permission. Permission will be obtained over the remote session at the time and will have to be confirmed via email.

6. We can only support personal devices.

This means any device which you have ownership over. Any devices domained which have been loaned by a business or organisation cannot be supported by our IT Services. However advise where possible will be given only to members.

PART B

1.The HOW TO guides support Windows 10 and further and all MAC OS.

2. Purpose of HOW TO guides

How To guides are for the purpose of supporting the member with the basic knowledge of using a laptop or PC. Guides are not to be shared online or copied for any purposes. The files are accessible at all times via the members portal.

3. Edit and update personal information

Members can access an area where their personal information, which was provided at registration is detailed. They can modify and update information here.

4. View Subscription information

Members will have an area that will give them the date and relevant information around their subscription.

5. View Payment history

5.1 Members will be able to view a record of transactions made between the member and the business.

5.2 Payment history will display the transactions made by member at registration.