Ed Miller

Independent IT Consultant — Terms of Business & Service Agreement

1. Services Provided

I provide professional IT consultancy, network architecture, and technical support for commercial businesses and residential clients. Services include, but are not limited to, Microsoft 365 and Google Workspace management, Ubiquiti Unifi network installations, WordPress management, and general troubleshooting.

2. Pricing & Billing Structures

To accommodate different needs, I offer three main ways of working together. All invoices are due within 14 days of issue unless otherwise agreed in writing.

Service Type	Rate / Cost	Billing Rules & Increments
Ad-Hoc / Hourly Support	£60 per hour	On-site visits are subject to a 1-hour minimum charge. Remote support is billed in standard hourly increments.
Pre-Paid Support Block	£500 for 10 hours	Remote support is deducted in highly efficient **15-minute increments**. Block hours are valid for 12 months from purchase.
Projects & Installations	Custom Quote	Fixed-price projects typically require a 50% deposit upfront to cover hardware and initial labor, with the balance due on completion.

3. Monthly Managed IT Contracts (B2B)

For businesses requiring proactive network monitoring, user management, and ongoing systems administration, I offer comprehensive managed support contracts.

- **Minimum Term:** To ensure adequate time to audit, stabilize, and secure your systems, all monthly managed IT contracts are subject to an initial minimum term of **12 months**.
- **Notice Period:** Following the initial 12-month period, the contract will continue on a rolling basis. A **90-day written notice** is required to cancel or terminate a managed contract.
- **Adjustments:** You may adjust your services (e.g., adding users or licenses) at any time. Changes will take effect at the start of your next billing cycle.

4. Scheduling & Cancellations

Your time is valuable, and so is mine. When you book a remote or on-site session, that time is reserved exclusively for you.

- **24-Hour Notice:** Please provide at least 24 hours' notice if you need to cancel or reschedule an

5. Definition of Billable Time

- **Remote & Administrative:** Billable time includes all active remote troubleshooting, backend portal administration, necessary system research, and the drafting of technical handover documentation.
- **Workshop / Bench Work:** Device repairs and configurations are billed based strictly on active technician time, not passive or automated processing time (e.g., waiting for OS updates or data transfers).
- **On-Site:** Billable time is calculated from arrival at the premises to departure, subject to the standard 1-hour minimum charge.

6. Working Hours & Response Times

- **Standard Hours:** My standard operating hours are Monday to Friday, 8:00 AM to 5:00 PM.
- **Response Priority:** Clients utilizing a Pre-Paid Support Block or a Monthly Managed Contract receive priority queuing for both remote support and on-site visits.
- **Out of Hours:** Support requested outside of standard working hours must be agreed upon in advance and may be subject to an out-of-hours rate multiplier.

7. Diagnostic & "No Fault Found" Policy

When an issue is reported with a system I have previously configured or installed, diagnostic time must be pre-authorized. I will investigate the issue promptly:

- If the fault lies with the infrastructure or setup I deployed, I will resolve it immediately at **no charge**.
- If the core system is found to be operating correctly, and the issue is determined to be a result of user error, incorrect local device settings, or third-party software updates (e.g., Apple, Microsoft, or Google modifying their platforms), the time spent diagnosing and resolving the issue will be treated as standard support. This will be billed at the standard hourly rate or deducted from your Pre-Paid Support Block.

8. Client Responsibilities & Liability

- **Access:** You agree to provide adequate physical access to your premises for on-site visits and necessary administrative access to your software and networks.
- **Data Backups:** It is your responsibility to ensure that all critical data is backed up prior to any major system changes or hardware repairs, unless a managed backup solution is explicitly included in our agreement.
- **System Failures:** I am not liable for pre-existing hardware failures, sudden component degradation, or data loss caused by failing hardware that predates my involvement.
- **Third-Party Outages:** I cannot be held responsible for downtime caused by third-party service providers, including internet service providers, Microsoft, Google, or web hosting platforms.
- **Confidentiality:** I treat all client data, business operations, and personal information with strict confidentiality and will never share your network details with unauthorized third parties.