



ing Disability

lean WA 6934
(08) 9379 7498
; **1300 663 243**
tadwa.com.au
tadwa.com.au
ndeane WA 6054

Information on acquiring affordable DESKTOP computer systems.

Full Support Service Agreement – what does it cover?

TADWA will endeavor to rectify any problems with systems supplied by us. We replace or repair faulty components in our workshop at no cost to customers who are covered by a Support Service Agreement provided payments are kept up to date. Customers may need to phone our Customer Service Help Desk for advice or help via Remote Assistance – this is also covered in the Support Service Agreement. Also included in Service Agreement:

- **5 FREE ON-SITE REPAIR JOBS PER YEAR**
- **FREE BASIC COMPUTER TRAINING IS AVAILABLE, IF REQUIRED.**
- **FREE HELP DESK SUPPORT OR REMOTE ASSISTANCE AVAILABLE MONDAY-FRIDAY 9AM-4PM!**

TADWA supplies

TADWA has an agreement with Microsoft which enables TADWA to install the Windows 7 Vista or Windows XP operating system and Microsoft Office 2007 or Open Office (saves in *Microsoft Office format*), which will enable word-processing, spreadsheets, database and basic graphics. We are not licensed to install any other software.

A cost of \$10 for Windows XP and Microsoft Office 2007, Vista and Windows 7 are available on request and price to be advised on enquiry. If you do not want Microsoft Office then we can install Open Office on your system for free. We will also supply free Linux operating system if you prefer.

Delivery and Installation of Computers fees and charges

It is preferable for customers to pick up their computer from the TADWA premises. However, we do realize that this is not always possible and TADWA can arrange for delivery and installation; although please be aware fees will apply which will be confirmed in a letter of offer.

How much is the Support Service Agreement?

A Support Service Agreement is for a period of 1 or 2 years. Payments of **\$300** are required for 1 yr and **\$390** for 2 years (if eligible for discount). You are entitled to a discount of 10% on Support Service Agreement if you pay the full payment up front. There may be some additional costs if you require any additional items and this will be explained to you once we have received your application. During the 2nd year of your contract and at completion of agreement you become eligible for an upgrade to a newer system under a new support agreement. **YOU OWN THE COMPUTER ONCE ALL PAYMENTS ARE MADE.**

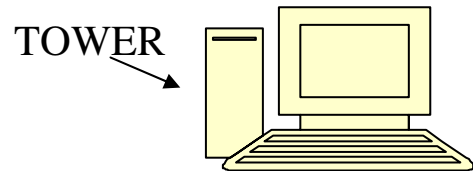
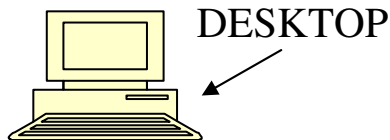
Payment Methods

If the Public Trustee is acting as administrator for the affairs of the customer, it is important and necessary for the customer to inform TADWA.

For the customer's convenience, fortnightly payments can be made directly from their pension through **CENTREPAY** which is a service of Centrelink. **Forms can be obtained from the TADWA office. We also offer EFT and EFTPOS arrangements.**

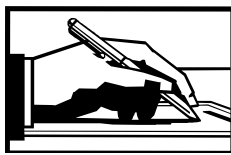
If you wish to buy your own hardware and/or software; we will install it for you. However, hardware and software must be new and must be accompanied by receipts / valid licenses.

THE PROCESS TO OBTAIN YOUR COMPUTER



STEP 1

PHONE TADWA ON 9379 7400 OR IF OUTSIDE METROPOLITAN AREA ON 1300 663 243 OR FAX ON 9379 7498 OR E-MAIL to tadwasupport@westnet.com.au WEB SITE www.tadwa.org.au OR YOUR LOCAL AREA CO-ORDINATOR TO OBTAIN A REQUEST FORM.

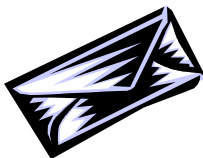


STEP 2

THE REQUEST FORM WILL NEED TO BE COMPLETED. YOUR LOCAL AREA CO-ORDINATOR, CARER OR THERAPIST CAN ASSIST YOU WITH THIS IF NECESSARY. THE FORM THEN NEEDS TO BE FORWARDED TO US.

STEP 3

WE WILL CONTACT YOU, DISCUSS YOUR NEEDS AND EXPLAIN FINANCIAL PROCEDURES. YOUR THERAPIST, LAC, DOCTOR OR TEACHER MAY BE CONTACTED IF NEEDED TO ASSIST US IN ENSURING YOU GET THE MOST SUITABLE SYSTEM FOR YOUR NEEDS



STEP 4

WE WILL FORWARD TO YOU

- A LETTER OF OFFER OUTLINING COST INVOLVED
- A SUPPORT SERVICE AGREEMENT WITH THE TERMS AND CONDITIONS FOR YOUR SIGNATURE & RETURN
- CENTREPAY FORM (if applicable)
- TRAINING REQUEST FORM (if applicable)
(Return completed forms to TADWA)

STEP 5

AS SOON AS WE RECEIVE YOUR SIGNED FORMS AND MONIES DUE (as stated in STEP 4) TADWA WILL COMMENCE WORK ON BUILDING YOUR COMPUTER.



STEP 6

WE WILL CONTACT YOU TO ARRANGE DELIVERY AS AGREED.