



## RouterStack Terms & Conditions

*Effective: January 2025*

These Terms & Conditions apply to all RouterStack services, including technician dispatch, smart-hands support, retainers, and add-on services. By booking a technician or engaging RouterStack services, you agree to the following terms.

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### 1. Technician Rates

- All rates exclude GST and applicable local taxes.
  - Minimum onsite attendance is 2 hours per visit.
  - Business hours are 8:30am to 5:30pm local time, Monday to Friday.
  - After-hours, weekend, and public holiday multipliers apply to hourly labour rates only.
  - Travel time, parking, tolls, and related surcharges are billed separately.
  - Standby time, waiting time, or delays caused by site access issues are billable at the standard hourly rate.
  - Remote and virtual support may be billed in 15-minute increments.
  - Urgent same-day or priority dispatch is subject to availability and may incur additional surcharges.
  - Client must provide safe site access, working credentials, and required clearances; delays or denied access are billable.
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### 2. Retainers

- Retainers are billed monthly in advance.
- Included hours apply per calendar month and do not roll over.
- Overage hours are billed at the discounted retainer rate.
- A minimum retainer term may apply (typically 3 or 6 months unless otherwise agreed).

- Retainer hours cover labour only. Add-ons, travel, tooling, consumables, and surcharges are billed separately.
  - Retainers may be set per site, per region, or as a national agreement.
  - Retainers do not guarantee a specific technician unless agreed in writing.
  - Response times under a retainer may be governed by a separate SLA/OLA if applicable.
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### **3. Add-On Services**

- Add-ons are billed in addition to technician hourly rates.
  - Some services require advance booking due to tooling, test equipment, or clearance requirements.
  - Specialist tooling or rental equipment (OTDR, fibre scopes, load testers, lifts, etc.) may incur separate charges.
  - Consumables (patch leads, SFPs, fibre crimps, labels, mounting hardware, etc.) may be chargeable depending on scope.
  - Emergency callouts may require pre-approval or prepayment.
  - Site audits, network documentation, and complex testing may be quoted as fixed-price projects.
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### **4. Travel, Access & Dispatch**

- Travel time is billed from the technician's base location or nearest service region.
  - If a technician is unable to begin work due to missing access, incorrect contacts, or unavailable client staff, waiting time is billable.
  - Dispatch times are best-effort unless governed by a signed SLA.
  - Public transport, flights, accommodation, or long-distance travel may require separate approval or upfront payment.
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### **5. Cancellations & Rescheduling**

- Cancellations made more than 24 hours before the scheduled start time incur no fee.
- Cancellations made within 24 hours may incur a fee equal to 1 hour of labour.

- Cancellations made within 4 hours of the scheduled start time incur the minimum onsite charge.
  - Rescheduling is subject to technician availability and may affect dispatch times.
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## **6. Scope of Work & Limitations**

- Technicians perform work based on the agreed scope, work order, or ticket instructions.
  - Any work outside the agreed scope may require additional approval, new instructions, or a revised quote.
  - Certain tasks may require certified personnel (e.g., electrical work, working at heights, security clearances).
  - RouterStack reserves the right to decline work that cannot be safely performed or is outside permitted competencies.
  - RouterStack operates under a reasonable-effort model unless governed by a separate SLA or OLA.
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## **7. Billing & Payment**

- Invoices are due within 7 days unless otherwise agreed in writing.
  - Late or overdue invoices may pause service delivery until payment is received.
  - New clients or urgent dispatches may require prepayment.
  - Services are billed in the local currency of the region unless otherwise specified.
  - Payment details and billing contacts must be provided prior to dispatch.
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## **8. Liability**

- RouterStack is not liable for delays caused by site access issues, credential problems, or third-party dependencies.
- RouterStack is not responsible for faults caused by pre-existing hardware issues or client-supplied equipment.
- Clients must ensure safe working conditions and compliance with relevant health and safety standards.

- RouterStack's total liability is limited to the value of the services provided under the specific engagement.
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## 9. Service Availability

- All services depend on technician availability in the relevant region.
  - RouterStack may reassign technicians as needed to meet service requirements.
  - Certain specialised services may require longer lead times or limited scheduling windows.
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## 10. Amendments

- RouterStack may update these Terms & Conditions from time to time.
  - Updated versions will be published at **[routerstack.net/terms](https://routerstack.net/terms)**.
  - Continued use of RouterStack services constitutes acceptance of the latest terms.
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Full Terms & Conditions apply. See [routerstack.net/terms](https://routerstack.net/terms) for detailed service, billing, and dispatch conditions.