



Support Agreement



EXHIBIT A to Terms and Conditions – ORDER FORM

1. Billing Information:

Company Name	
Contact Name(s)	
Billing Address – Line 1	
Billing Address – Line 2	
Email address	
Phone	

2. Services and Fees:

REND Tech Associates			
Priority Support 8am - 6pm EST Monday – Friday	24X7 monitoring, pro-active guidance, and guaranteed Service Level Agreements.		
Access to After Hours Monday – Sunday incl Public Holidays	After hours support – for complete outage priority 1 issues. Service Level Agreements not guaranteed		
QTY	Hardware	Each/Month (Ex GST)	Sub Total/Month (Ex GST)
0	Servers	\$ -	\$ -
0	Server Maintenance	\$ -	\$ -
0	Workstations	\$ -	\$ -
0	Workstation Maintenance	\$ -	\$ -
0	Printers Small	\$ -	\$ -
0	Printers Large	\$ -	\$ -
0	Scanner	\$ -	\$ -
0	Router	\$ -	\$ -
0	Switch	\$ -	\$ -
0	Software Maintenance	\$ -	\$ -
0	Phone System Licensing	\$ -	\$ -
0	Phone System Licensing	\$ -	\$ -
0	Phone System Licensing	\$ -	\$ -
0	Phone System Licensing	\$ -	\$ -
0	Total Bundle	\$ -	\$ -
Total Per Month (Ex GST)			\$00.00

3. Servers Supported in this Agreement

Server Brand	Warranty Expiry Date	Approx Age	Serial No
-	-	-	-

4. Agreement Term: [insert]

5. Third Party Software Supported in this Agreement

Vendor	Package Name	Version	Site ID/Customer ID Code	Support Contacts

Prices shown Exclude GST.

Customer may cancel services with 60 days' prior written notice.

Customer agrees that the details supplied above shall form part of REND Tech Associates' terms and conditions attached to this order form.



Customer Sign _____

(ABN/ACN) _____

Company Name _____

Name _____

Position: _____

Acceptance Date _____

Referral Source _____



Summary of Package

Managed Services

On-going Proactive Network Maintenance

- Microsoft Windows Server Patch Management
- Microsoft SQL Server Patch Management
- Microsoft Exchange Server Patch Management
- Virus Definition Management
- Backup Monitoring
- Service Monitoring with proactive notifications
- Event log review
- New user - remote setup
- 24x7 Server Monitoring
- Disk Space, Partition and Usage Management
- Management Reporting
- Computer Cleanup - Spyware management, Disk Defragmentation, Temp Files Cleanup, Virus Definitions management
- Remote Helpdesk – Submit support tickets, Remote support

Disaster Recovery Coverage¹

- Hardware Failure – If your hardware is under warranty your hardware supplier will get your system back to out of box condition, we'll take you the rest of the way - at no cost to you! If your hardware is *not* under warranty – this does not apply.
- Operating System Security Exploitation – If your Operating System goes down due to vulnerability exploitation, we'll bring it back up – at no cost to you!
- Virus Infection – If your server is exploited by a virus and goes down – we'll bring it back up - at no cost to you!

¹Please see the attached Managed Server Service Level Agreement

Third-Party Software Support Coordination

It is not possible for us to provide support for all software packages but we will help you get support. As an added service, **REND Tech Associates** will provide support coordination for the Applications listed in Exhibit A.

Features:

- One number to call for issues with systems
- Provide a technical liaison to vendors listed in Exhibit A
- Track issues through resolution
- Install minor software updates provided by the vendors
- Liaise with your Internet provider to resolve Internet issues



Disaster Recovery Guarantee (Server only)

REND Tech Associates guarantees in the event of a hardware failure, Operating System security exploitation, or a server-side virus infection you will not be billed for the labour required to restore your server to the point provided by the last known good and available backup. Furthermore, the customer reserves the right to request that the disaster recovery service be delivered during business hours, nights, and/or weekends. **REND Tech Associates** will attempt to the best of its available resources to meet the customer's scheduling requests.

Scheduled Maintenance Windows (Server Only)

REND Tech Associates will regularly install patches and critical updates to your server to help ensure that you are guarded against the latest vulnerability threats. For many of these updates to be installed properly your server must be restarted. **REND Tech Associates** will restart your server, as necessary, between our regular maintenance window of 8PM and 4AM, Sunday through Saturday. If the expected downtime is greater than 1 hour then **REND Tech Associates** Managed Services staff will contact you to inform you of the outage. You can request that **REND Tech Associates** reschedule the outage to align with your business needs.

Qualifications

In order to qualify for **REND Tech Associates** Disaster Recovery Coverage, your environment must comply with the following requirements:

Initial

- _____ Server hardware is under current warranty coverage from a hardware supplier such as HP, IBM, Dell, etc.
- _____ Server operating system must be a minimum of Windows 2008 Server
- _____ Client network is protected by a hardware-based firewall from Cisco, SonicWall or Netgear and is running the latest firmware
- _____ Server file-system and email-system (if applicable) is protected by licensed and up-to-date virus protection software from NOD32, Trend or Symantec
- _____ Server is connected to a working UPS
- _____ Server is ONLY administered by **REND Tech Associates** technicians
- _____ Recovery coverage assumes data integrity on the client's backup media, **REND Tech Associates** does not guarantee the integrity of the backups or the data stored on the backup media. Under this coverage **REND Tech Associates** will restore the server to the point of the last successful backup. If the server or its applications require additional configuration beyond the data provided by the latest backup, **REND Tech Associates** will bill this portion at its standard Time and Materials rates.
- _____ Client provides all Software installation media and key codes in the event of a failure.
- _____ Backup system is an automatic offsite system or someone within the company is assigned the job of rotating the daily backups.
- _____ The backup is a disk based backup system.



Disaster Recovery Service Exclusions

REND Tech Associates reserves the right to bill for labour incurred during a server or workstation recovery if circumstances surrounding the customer’s server/workstation failure meet the following conditions in whole or in part:

- a. Customer fails to adhere to all of the requirements outlined in the above “Qualifications” section
- b. Environmental failure events that render hardware unusable
- c. Force Majeure Events beyond **REND Tech Associates** reasonable control, including but not limited to Acts of God, government regulation, labour strikes, natural disaster, and national emergency.
- d. Any act or omission on the part of any third party other than **REND Tech Associates**.

Services not included in this agreement

- Upgrading or replacing hardware or software normally requires on-site service. Fees do not include the cost of new or replacement hardware, software, cabling or other equipment that may be required to perform services under this agreement. Client will be quoted a price for new or replacement equipment prior to installation, and will sign a work order therefor and be billed separately.
- Office relocation or internal rearranging/repositioning of workstation/server systems.
- New software packages or major version upgrades to core programs listed in Exhibit A.
- Computers or devices not owned by the customer or don’t have an agent installed.
- Damage done to the network or devices caused by computers or devices not owned by the customer or don’t have an agent installed.
- Software or computer training.
- Onsite replacement/installation of - toners/ink cartridges/similar consumables.
- Data entry.
- Configuring/bug fixing of non-Microsoft third party software.

Special Conditions

- Emergency patching of clinical applications to be treated as an ad-hoc proejct

Schedule of Fees for work not included in this agreement

Work Performed	Business Hours (9am –5pm) Mon-Fri (Ex GST)	After Hours (Ex GST)
Remote support	\$99 per hr.	\$149 per hr.
Call out (up to 20klm from REND Tech Associates office)	\$35	\$100
Call out over 20klm	\$1.00 per km return	\$1.90 per km return
Onsite support	\$149 per hr.	\$199 per hr.



REND Tech Associates Terms and Conditions

Definitions

“Customer” or “Customer’s” in this agreement refers to the customer listed in “Exhibit A”.

1. Rates

1.1 Projects will be billed on a per project basis.

1.2 **REND Tech Associates** reserves the right to periodically increase its hourly rate, and will provide Customer with no less than 30 days written notice thereof.

1.3 Services are based on actual time spent, regardless of the complexity of the problem or issues addressed. However, there is a two (2) hour minimum charge for services other than telephone calls.

2. Terms, Payment & Collection Costs

2.1 **REND Tech Associates** will invoice Customer upon completion of any additional work not covered by this agreement. Payment terms for any additional hours will be Net 14 days.

2.2 Projects will require a 80% deposit before commencement with the balance due upon completion.

2.3 Any payment not made within fourteen days of the invoice date shall be subject to a late fee of three percent (3%) per month or the maximum rate allowed by law from the date of invoice, until paid.

2.4 If **REND Tech Associates** enlists the services of a collection agency to collect any amounts due to it from Customer under this Agreement, Customer shall be responsible for and agrees to pay all such collection costs.

2.5 You accept the terms of this agreement by:

(a) signing and returning one signed copy of the whole of this agreement to our office via physical mail, electronic mail; or

(b) continuing to give us instructions after you receive a copy of this agreement.

2.6 Customer acknowledges and agrees that **REND Tech Associates** may register its interest in any goods or services supplied to Customer pursuant to the Personal Property Securities Act 2009 (Cth) to secure payment of monies owing by Customer to **REND Tech Associates**.

2.7 Customer agrees to pay all costs and expenses incurred by **REND Tech Associates** in relation to or in connection with the preparation, registration, release and discharge of any security interest or any other security, any enforcement, valid attempted enforcement, protection or waiver of any rights under this agreement or any ancillary documents between Customer and **REND Tech Associates**.

3. Cancellation Policy

3.1 Customer will not be charged for appointments that are cancelled in writing (letter, fax or e-mail) by Customer with 24 hours or more advance notice. Customer will be charged for and agrees to pay for any scheduled hours for cancellations with less than 24 hours notice.

3.2 Customer is responsible for placing any written time limits – if necessary – before services are provided by **REND Tech Associates** and cannot be retroactive.

3.3 This agreement may be cancelled at any time post expiry of the “Agreement Term” by either party with 30 days’ prior notice in writing. All outstanding amounts are still payable.



4. Authorisation

4.1 Customer acknowledges that the person signing this Agreement on its behalf is authorised to do so and may bind Customer to all the terms and conditions contained herein, and represents and warrants that such person is acting within the scope of his or her authority as an officer, director or duly authorised agent or employee of Customer.



5. Notice

5.1 All notices, requests and communications under this agreement shall be in writing. Notice shall be deemed to have been given on the date of service if personally served or served by facsimile or email on the party to whom notice is to be given. If notice is mailed, it shall be deemed to be given within seventy-two (72) hours after mailing, if mailed to the party to whom notice is to be given, by first-class mail, registered or certified, postage prepaid, and addressed to the party at the address set out below, or any other address that any party may designate by written notice from time to time.

Customer:

Company: Rend Tech Associates

PO Box 417
Pymont, NSW, 2009

6. Alterations to Services or Equipment

6.1 If Customer alters any Services or Equipment conducted by **REND Tech Associates** without the express written consent of **REND Tech Associates**, Customer does so at its own risk and expense. **REND Tech Associates** shall not be liable or responsible for problems created as a result of Customer's alteration of Services, Equipment and/or Customer's network or system. If Customer wishes **REND Tech Associates** to correct or fix its alterations or problems relating thereto, such Services by **REND Tech Associates** will be considered a new project and Customer agrees that the same terms and conditions set out in this agreement shall apply.

6.2 **REND Tech Associates** needs to be informed of any additional hardware, peripherals or users to be added to the network. If damage is done by these, **REND Tech Associates** reserves the right to bill for time reconfiguring/resolving issues.

7. Obligation to Back-up Software

7.1 Customer shall be responsible for maintaining backups of all critical software, documents, and applications on all of Customer's file servers, personal PC's, organizers, and other electronic equipment.

7.2 **REND Tech Associates** recommends an offsite back up system that is disk based.

7.3 As part of this agreement **REND Tech Associates** will monitor backup reports on a daily basis, however it is Customer's responsibility to change backup devices daily and take them offsite to a secure location. **REND Tech Associates** cannot be held responsible for the integrity of the data on the stored media. The customer can periodically request **REND Tech Associates** to restore the data to an alternative system to test the data. This is done at Customer's expense.

8. Reimbursement for Supplies

8.1 On occasion, **REND Tech Associates** may need to purchase spare parts, other equipment, supplies, accessories or software. In that case, Customer shall be responsible to and agrees to reimburse **REND Tech Associates** for all such costs or expenses incurred under this project. No purchases will be made without prior Customer approval.

9. Customer Warranty re Software Licensing

9.1 Customer warrants that all software it provides to **REND Tech Associates** for installation, configuration or use in any way, has been legally obtained and is properly licensed. Customer further warrants that it has legally purchased sufficient number of copies of such software and that it has not violated any licensing laws.



9.2 **REND Tech Associates** has no knowledge regarding licensing of software provided to it by Customer and Customer indemnifies **REND Tech Associates** for any installation, configuration or use of such software. Customer understands and acknowledges that it shall be solely responsible and liable for all licensing and purchasing of software.

10. Limitation of Liability

10.1 **REND Tech Associates** shall not be liable to Customer for direct damages greater than the amount or price payable hereunder for its Services. Further, **REND Tech Associates** shall not be liable to Customer for any special, indirect, incidental, consequential or punitive damages arising out of or relating to this agreement, whether the claim alleges tortious conduct (including negligence) or any other legal theory.

11. Relationship

11.1 **REND Tech Associates** provides Services to Customer hereunder as independent contractor, and this agreement shall not be construed as a partnership or joint venture or other arrangement other than that of principal and independent contractor.

11.2 **REND Tech Associates** may use third party contractors to assist in servicing Customer. The contractors may include clinical software vendors, technology specialists, clinical equipment vendors and so on.

12. Non Solicitation of Employees and Contractors

12.1 Customer acknowledges that **REND Tech Associates** has a substantial investment in its employees and contractors that provide Services to Customer under this agreement and that such employees and contractors are subject to **REND Tech Associates** control and supervision. In consideration of this investment, Customer agrees not to solicit, hire, employ, retain, or contract with any employee or contractor of Customer, without first receiving **REND Tech Associates** written consent.

12.2 If any employee or contractor terminates his or her employment or engagement with **REND Tech Associates** (regardless of the reason for termination), and is employed or engaged by Customer (or any affiliate or subsidiary of Customer) in any capacity either during the Agreement Term or within a six (6) month period of termination of this agreement, Customer shall immediately pay **REND Tech Associates** an amount equal to 50% of the then current yearly salary, wage or contract fees paid by **REND Tech Associates** to such employee or contractor.

13. Severability

13.1 Any provision of this agreement which is invalid, illegal or unenforceable in any jurisdiction shall, as to that jurisdiction, be ineffective to the extent of such invalidity, illegality or unenforceability without affecting in any way the remaining provisions hereof or, to the extent permitted by law, rendering that or any other provision invalid, illegal or unenforceable.

14. Entire Agreement

14.1 This agreement contains the entire agreement between the parties regarding the subject matter herein, and supersedes any prior agreements or representations, whether oral or written. No agreement, representation or understanding not specifically contained herein shall be binding, unless reduced to writing and signed by **REND Tech Associates** and Customer.

15. Legal Fees & Costs

15.1 In any action involving the enforcement or interpretation of this agreement, the prevailing party, whether Customer or **REND Tech Associates**, shall be entitled to its reasonable legal fees and costs, including such fees and costs incurred in connection with any appeals, in addition to such other relief as may be provided by law.

16. Arbitration & Governing Law

16.1 Any controversies arising out of or relating to this agreement or the interpretation, performance or breach thereof shall be settled by binding arbitration in New South Wales. Judgment upon any award rendered by the arbitrator(s) may be entered and enforced in any court having jurisdiction.

16.2 New South Wales law shall govern the construction, validity, and interpretation of this agreement and the performance of its obligations.

17. Reporting problems

Normal Business Hours: 9am – 5pm Monday to Friday EST

Report Problems by any of the following:

- 1) By email notification to help.desk@rendta.com
- 2) By telephone call to 1300 792 587

Response Times to Support Issues:

Severity 1 - Critical Business Impact

MAJOR FAULT - Outage affecting multiple or critical sites/users.

Typically indicates a problem with a business critical application affecting a primary business process or a broad group of end users such as an entire department, floor, branch, line of business, or a significant number of external customers. No work around available.

Examples:

- Major application down due to infrastructure failure/incident (e.g., failure of database or application infrastructure hosting business critical applications)
- Business critical applications not available
- Severe problem during critical periods (e.g., payroll processing, month-end processing, end of year, special events, Board meetings)
- Security violation (e.g. denial of service, port scanning)

Time Frame

The issue should be resolved within 2 hours, or a workaround provided so the priority of the issue can be lowered.

Severity 2 - Major Business Impact
MAJOR FAULT - Severe loss of functionality.

Typically indicates a problem with a business critical application affecting a primary business process or a broad group of end users such as an entire department, floor, branch, line of business, or a significant number of external customers. No work around available.

Examples:

- Major application down due to infrastructure failure/incident (e.g., failure of database or application infrastructure hosting business critical applications)
- Business critical applications not available
- Severe problem during critical periods (e.g., payroll processing, month-end processing, end of year, special events, Board meetings)
- Security violation (e.g. denial of service, port scanning)

Time Frame

The issue should be resolved within 5 hours, or a workaround provided so the priority of the issue can be lowered.

Severity 3 - Moderate Business Impact

MINOR FAULT - End user issue affecting a single or small group of users or outage that results in the creation of a problem log or trouble ticket.

- A location/workgroup cannot use a particular function within a service
- Incident is not causing any serious disruption to a location's/workgroup operations or its ability to meet deadlines.
- Incident is confined to a single user or small group of users within a location/workgroup.
- Any off-line component of System is unavailable or Business Application is unavailable to one site, or any other System function or Network System function is unavailable (other than described above).
- This is the default Severity level assigned to incidents.

Time Frame

The issue should be resolved within 3 business days, or a workaround provided so the priority of the issue can be lowered.

Severity 4 - Minimal Business Impact

MINOR FAULT - End user request

An incident which does not directly impact Customer's operations and/or has a limited financial consequence
A minor issue or user request
Customer and **REND Tech Associates** agree the issue is a Severity 4

Time Frame

The issue should be resolved within 7 business days, or a workaround provided so the priority of the issue can be lowered.



Customer:

Signed: _____

Position: _____

Date: _____

REND Tech Associates:

Signed: _____

Position: _____

Date: _____

DIRECT DEBIT DETAILS

1. Customer Details

Given Name	
Surname (Or Company Name)	
Address – Line 1	
Address – Line 2	
Email address	
Phone	

Please Complete Either 2a or 2b

2a. Financial Details – Bank Account

Financial Institution	
Branch	
BSB	
Account Number	
Account Name	

I / We authorise REND Pty Ltd ABN 14 159 751 738, User ID 242 46126, to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Payment Arrangements stated above and this Direct Debit request and as per the DDR Service Agreement provided.

2b. Financial Details – Credit Card

Card Type – Visa, MasterCard, AMEX	
Card Number	
Expiry Date (MM/YY)	
Name on Card	
CSV (Back Of Card)	

I / We authorise REND Pty Ltd ABN 14 159 751 738, User ID 242 46126, to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Payment Arrangements stated above and this Direct Debit request and as per the DDR Service Agreement provided.

Direct Debit Fees

Bank Account 88 cents per transaction	Credit Card 33 cents per transaction + Visa & Mastercard - 2% AMEX – 2.98%
---	--

3. Authorisation

This Authorisation is to remain in force in accordance with the Terms and Conditions on this Direct Debit Request, the provided DDR Service Agreement, and I/we have read and understand the same.

Full Name/s	
Authorising Signature	
Date	

DIRECT DEBIT REQUEST SERVICE AGREEMENT

1. DEBITING YOUR ACCOUNT

- 1.1 By signing this Agreement, You have authorised **REND Tech Associates** to arrange for funds to be debited from Your Account. You should refer to this Agreement for the terms of the arrangement between **REND Tech Associates** and You.
- 1.2 We will only arrange for funds to be debited from Your Account as authorised in this Agreement.
- 1.3 If the Debit Day falls on a day that is not a business day, we may direct Your Financial Institution to debit Your Account on the following business day.

2. CHANGES BY US

- 2.1 Changes to this Agreement can be made provided both parties agree to the amendment, in writing.

3. CHANGES BY YOU

- 3.1 Subject to 3.2 and 3.3, You may change the arrangements under this Agreement Request by contacting Us on **1300 792 586** or write to **PO Box 417 Pyrmont 2009**
- 3.2 If You wish to stop or defer a Debit Payment You must notify Us in writing at least 21 days before the next Debit Day. This notice should be given to **REND Tech Associates** in the first instance.
- 3.3 You may also cancel Your authority for Us to debit Your Account at any time by giving Us 21 days notice in writing before the next Debit Day. This notice should be given to **REND Tech Associates** in the first instance.

4. YOUR OBLIGATION

- 4.1 It is Your responsibility to ensure that there are sufficient clear funds in Your Account to allow a Debit Payment to be made in accordance with this Agreement.
- 4.2 If there are insufficient clear funds in Your Account to meet a Debit Payment:
- (a) You may be charged a fee and/or interest by Your Financial Institution;
 - (b) You may also incur fees or charges imposed or incurred by **REND Tech Associates** ; and
 - (c) You must arrange for the Debit Payment to be made by another method or arrange for sufficient clear funds to be in Your Account by an agreed time so that we can process the Debit Payment.
- 4.3 You should check Your Account statement to verify that the amounts debited from Your Account are correct.
- 4.4 If **REND Tech Associates** is liable to pay goods and services tax (GST) on a supply made in connection with this Agreement, then You agree to pay **REND Tech Associates** on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. DISPUTE

- 5.1 If You believe that there has been an error in debiting Your Account, You should not hesitate to notify **REND Tech Associates** directly on **1300 792 586** and confirm that notice in writing with **REND Tech Associates** as soon as possible.
- 5.2 If we conclude as a result of our investigations that Your Account has been incorrectly debited we will respond to Your query by arranging for Your Financial Institution to adjust Your Account (including interest and charges) accordingly

within 14 days. We will also notify You in writing of the amount by which Your Account has been adjusted within 14 days.

5.3 If we conclude as a result of our investigations that Your Account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding within 14 days.

5.4 Any queries You may have about an error made in debiting Your Account should be directed to Us in the first instance so that we can attempt to resolve the matter between Us and You. If we cannot resolve the matter you can still refer it to Your Financial Institution, which will obtain details from you of the disputed transaction and may lodge a claim on Your behalf.

6. ACCOUNTS

6.1 You should check:

(a) with Your Financial Institution whether direct debiting is available from Your Account as direct debiting is not available on all Accounts offered by financial institutions;

(b) Your Account details which You have provided to Us are correct by checking them against a recent Account statement; and

(c) With Your Financial Institution if You have any queries about completing the first page of this Agreement.

7. CONFIDENTIALITY

7.1 We will keep Your Account details confidential. We will make reasonable efforts to keep any such information that we have about You secure and to ensure that any of our employees or agents who have access to information about You do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about You:

(a) to the extent specifically required by law; or

(b) for the purposes of this Agreement (including disclosing information in connection with any dispute, query or claim).

8. NOTICE

8.1 If You wish to notify Us in writing about anything relating to this Agreement, You should write to **REND Tech Associates, PO Box 417 Pyrmont 2009**

8.2 We will notify you by sending a notice in the ordinary post to the address you have given **REND Tech Associates** in this Agreement.

8.3 Any notice will be deemed to have been received two business days after it is posted.

9. DICTIONARY

9.1 In this Agreement, unless the context requires another meaning:

“Account” means the Account held at Your Financial Institution from which we are authorised to arrange for funds to be debited;

“Agreement” means the Direct Debit Service Agreement between You and Us;

“Business Day” means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia;

“Debit Day” means the day that payment by You to Us is due;

“Debit Payment” means a particular transaction where a debit is made;

“Us” or “We” means **REND Tech Associates**, the Debit User You have authorised by signing this Direct Debit Service Agreement;

“You” or “Your” means the customer(s) who signed this Direct Debit Service Agreement;

“Your Financial Institution” is the financial institution where You hold the Account that You have authorised Us to arrange to debit.

10. Fees and Charges

A dishonoured payment administration fee of \$25.00 will be debited to your Account when any payment received by cheque, draft, credit card or direct debit is dishonoured.

- Dishonoured payment fee: the amount we have to pay our bank when a payment received by cheque, draft, credit card or direct debit is dishonoured will be debited to your account upon such dishonour. As at the Delivery Date the amount we have to pay is \$9.00.
- A non direct debit fee of \$2.50 will be debited to your Account when you make a payment by means other than credit card or direct debit.
- A late payment fee of \$7.50 will be debited to your Account on each Payment Day on which any payment has not been paid by its due date.
- Solicitors and mercantile agent’s fees: the amount we have to pay to any solicitors or mercantile agents acting for us in connection with your agreement(s) with **REND Tech Associates** (apart from enforcement expenses) will be debited to your Account when it is incurred.
- A mercantile agent’s administration fee of \$35.00 will be debited to your Account when we engage a mercantile agent to act for us in connection with your agreement(s) with **REND Tech Associates** (where our expenses incurred in engaging the mercantile agent are not enforcement expenses).
- A collection letter fee of \$15.00 will be debited to your Account when we send you a collection letter (where our expenses incurred in sending the collection letter are not enforcement expenses).