



## Information Understructures

### Welcome!

Thank you for inviting **Information Understructures** to be your Information Technology service provider. The **IU** team has a long history of delivering great service and value and we look forward to continuing the tradition with you.

This letter provides useful information so that you may have clear expectations of your experiences with us.

**How do you contact us?** The very best way to make contact when you need assistance is to email us at [helpdesk@iu-inc.com](mailto:helpdesk@iu-inc.com). You may also contact us by telephone at 256.882.6265, or by fax at 256.882.6258. You will find general information about **IU** [www.iu-inc.com](http://www.iu-inc.com). The Helpdesk email address is continuously monitored during regular business hours. Our hours are 9:00 AM to 5:00 PM except for federal holidays. In addition, we review our helpdesk email several times a day during weekends and holidays.

**What happens when you request help?** We know that even small IT problems can cause big disruptions in your business operations, so we put a premium on rapid response, follow-through, and coordination with you. First, we open a Helpdesk Request (also known as an HDR) and capture the information we need to proceed. Next, we may contact you to get additional information or to schedule a convenient time for service. We will email or fax the HDR to you so you know how we have recorded your request. And finally, as the HDR moves forward to completion, we send you updates of our progress and of the final resolution of your request.

**What services are available?** Most new customers will use **IU's Service on Demand**. This is a broad-spectrum service designed to be flexible and responsive to the needs of our business customers without requiring any service contracts or other long-term commitments from you. We simply bill for the services and materials required. **Service on Demand** is a fast reaction service: You call and we come!



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**What does service cost?** *Service on Demand* is billed using a traditional time and materials approach. You are billed for service time, purchases we make to perform service, and trip charges. When we perform service at your facility, we charge for time starting from when we arrive at your facility, NOT when we begin travel to your facility. In this way, you are not billed for traffic jams or other incidents beyond your control. We charge a minimum of one hour for each HDR we service at your location, and thereafter we bill in increments of ¼ hour for each additional ¼ hour or portion. Our current hourly rate for *Service on Demand* customers is \$150.

**How do we charge for travel?** We charge a fee to travel to your location. We call this fee a Trip Charge and it covers the mileage, time, and other expenses associated with traveling to your location. The Trip Charge is a fixed fee based on your location. Trip charges range from \$25/HDR for locations close to our offices to \$100/HDR for locations in counties adjacent to Madison County, AL. You will not be charged more than one Trip Charge per day per HDR, even if we must make several trips to your location during the same day.

**How do we charge for parts and materials?** We treat incidental parts, materials, or other purchases that we may require as out-of-pocket expenses that we advanced for you. We do not mark-up parts or materials, and we pay the local retail sales tax on such items. We do not warranty or guarantee these purchases in any way. Any warranty or guarantee is the responsibility of the manufacturer. We invoice you for the time we expend procuring these items.

**What are our payment terms?** We bill our customers for each HDR as it is completed. In addition, HDRs that remain open from one week to the next are incrementally billed for progress made during the week. Our invoices are payable on receipt. You have a 30 day grace period from the invoice date during which the payment is considered timely received. Invoices still open after 30 days are subject to a late fee, interest charges accruing from the original invoice date, and interruption in the availability of additional service.

**How do we stand behind our work?** Our goal is to deliver quality service that meets your expectations. We hope that you will give us the opportunity to remedy any service we provided that didn't meet your expectations.



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If you tell us within 90 days of when we performed a service that did not meet your expectations, we will at your request either: (a) re-perform the service in a satisfactory manner; (b) refund you any fees that you have paid us for the service; or (c) credit the invoice in which we billed you for the service. Our efforts to remedy service that did not meet your expectations are strictly limited to re-performance, refund, or credit for the amount we invoiced you. We do not accept responsibility, and will not compensate for any derivative or consequential losses or damages however they may be related to any services we provided or failed to provide.

**What other services do we offer?** *Service on Demand* is an excellent service for businesses that just want a reliable IT service provider to come when they call. It is by design a reactive rather than a proactive service. Customers that realize they need a more robust IT service arrangement, and would prefer that someone be “watching out” for the health and welfare of their IT infrastructure may be excellent candidates for **IU’s *Managed Network Services***. MNS can supplement your own in-house IT department, fill-in the gap during vacations and downtime, or fully provide for your IT management services, often for far less expense, and with far more resources than a small one or two person IT department. For customers with many geographic locations, or a desire to not invest the resources in maintaining a network/server infrastructure at all, **IU’s *Subscription Computing*** is a complete turn-key computing service. It features no/low capital investment, and experienced IT leadership that goes well beyond simple maintenance and support.

**Is there anything we can’t do?** Of course. No IT service provider can do everything, and **IU** is no exception. Our approach is to focus on what we do best – Business Computing – and forming alliances and associations with other great IT providers in the area. **IU** has led the way in forming and nurturing these collaborative efforts. This means that if you have an IT need, any kind of IT need, call **IU** first; the chances are excellent that we have a strong relationship with a best-in-class IT provider who can provide just the service you require.



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**Is IU part of a national chain or franchise?** Absolutely not! **IU** is a locally owned and operated company. Our decisions are made right here in Huntsville. We never have to check with the “main office” to find a way to support you. We are deeply involved in the local business community. **IU** is a multi-year member of the Huntsville/Madison County Chamber of Commerce, **IU**'s representative to the chamber is a multi-year chamber ambassador, **IU** is a member of the *Heritage Network Chapter of BNI*, and its representative to BNI serves in a leadership capacity in the chapter, and serves as a coach and ambassador for other BNI chapters. **IU** is a founding member of askRITA.biz, the Rocket City IT Alliance. **IU** is a Microsoft Partner, and its associates have numerous technical certifications including the Microsoft Certified Professional credential, the CompTIA A+ and CompTIA N+ credentials, and many others industry certifications, and finally, **IU** holds the valuable Microsoft Small Business Specialist credential.



600 Boulevard South, Suite 104, Huntsville, AL 35802  
PO Box 4011, Huntsville, AL 35815-4011  
256.882.6265 ph 256.882.6258 fax  
[www.iu-inc.com](http://www.iu-inc.com)