

The \$5 Computer Clinic

Available Tuesdays and Wednesdays only.

Support packages are offered for use with computers and laptops (your own or NCRC supplied), mobile devices (tablets and phones), or for supporting you in researching internet and telecommunications plans and other internet based research. 'Support' includes general advice, assistance, research, one-on-one tuition and troubleshooting. Support will focus on your stated area of need. Examples are 'Microsoft Excel', 'Setting up a phone', 'Ordering an NBN Connection', 'Remove a Virus from my Laptop'. The package costs \$5 and entitles you to:

- Up to one hour of one-on-one support. Additional time is charged at our usual rates.
- Free computer use on the Tuesday and Wednesday of the week in which you sign this agreement.

The fineprint:

- Payment must be made up front and is non-refundable.
- Support packages are only available to those with a genuine need for support in an eligible area.
- You will provide the feedback requested below once you have concluded your supported activities.
- Support is available on Tuesdays and Wednesdays.
- You can access support once per month.
- Support must be used in the week you sign up.
- The One-on-one Support component of this package is dependent on the availability of staff.
- No appointments/bookings will be accepted for one-on-one Support.
- This is a support and tuition service, not a 'drop off your device for repair' service.
- The NCRC makes no warranties and accepts no responsibility for the quality of advice, assistance and interventions provided.
- Customer use NCRC computers at their own risk. The NCRC provides no warranty for data stored on NCRC devices, not for the security or privacy of personal information entered into those devices.
- Computers and other devices customers bring into the NCRC remain the responsibility of that customer. The NCRC does not accept responsibility for the electrical and physical safety of customer devices, for the preservation of data stored on those devices, nor for the security and privacy of software and data on customer devices.

FILL IN AT BEGINNING OF YOUR VISIT:

Name

Need for support (eg 'mobile phone activation')

I agree to abide by the conditions outlined above:

Your Signature

Date

FILL IN AT THE END OF YOUR VISIT:

Were you satisfied with the help you received today? (circle a number)

1 (very satisfied) 2 (satisfied) 3 (mostly satisfied) 4 (unsatisfied) 5 (very dissatisfied)

Duration of your visit: _____ Duration of support provided: _____

Your Signature: _____

If you have any additional comments please write them on the reverse of this form.