

are you  
covered?

## Drawdown as a Service (DDaaS)

Computergate provides your company with the flexibility to purchase a block of hours at a discounted rate, ensuring seamless IT assistance wherever you operate. With this solution, you can enjoy peace of mind knowing that your IT needs are covered, regardless of location, and benefit from significant cost savings through volume purchased. Additionally, you can use the credit from the draw down hours to purchase equipment. This is the perfect way to spend any additional funds you may have that need to be spent prior to the End of Financial Year.

### Terms and Conditions:

**Prepaid Hours:** The purchase of prepaid drawdown hours grants access to IT support services provided by Computergate across the Asia-Pacific (APAC) region.

**Usage:** Prepaid hours can be utilized for IT support services in any APAC country where Computergate operates.

**Hour Deduction:** Hours will be deducted based on the type and level of support required, varying by country.

**Discounts:** Volume discounts apply based on the quantity of hours purchased. Discounts increase with larger volume purchases.

**GST/VAT:** The application of GST (Goods and Services Tax) or VAT (Value Added Tax) may vary depending on the country from which the service is invoiced. Customers are responsible for any applicable taxes.

**Service Coverage:** Computergate endeavors to provide comprehensive IT support services but does not guarantee coverage in all remote or restricted areas within APAC.

**Validity Period:** Prepaid hours are valid for a specified period from the date of purchase and expire if not utilized within this timeframe.

**Non-Transferable:** Prepaid hours are non-transferable and cannot be exchanged for cash or other services.

**Service Limitations:** Computergate reserves the right to modify or discontinue services, including prepaid drawdown hours, at its discretion.

**Liability:** Computergate is not liable for any loss or damage resulting from the use or inability to use prepaid drawdown hours, except as required by law.

**Termination:** Computergate may terminate prepaid hour services if a customer breaches the terms and conditions outlined herein.

**Amendments:** These terms and conditions are subject to change without prior notice, and any amendments will be effective upon publication on Computergate's website or other official communication channels.

By purchasing and using prepaid drawdown hours, customers agree to abide by these terms and conditions. For further inquiries or clarifications, please contact Computergate's customer support team.

### CONTACT US

10/20 Duerdin Street,  
Clayton, Victoria, 3168

[www.computergate.services](http://www.computergate.services) [support@computergate.services](mailto:support@computergate.services)  
1300 137 585

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