



# FAQ

## How do I sign up for Membership?

- Go to [www.dependabletech.services](http://www.dependabletech.services) and click on sign me up!
- Enter your information and our Technical Director will be in touch within the the next business day to setup your account

## How does billing work?

- For all invoices for membership and services are due in advance of work performed for a 30 day period.
- Invoices are generated and processed through our secure payment center hosted by Square.

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## After signup what are the next steps?

- Depending on the membership you selected there are multiple ways you can begin to utilize the membership and services.
- **Step 1:** You will receive a registration email. This will explain the benefits and additional next steps you and your team will need to take to fully explore membership benefits.
- **Step 2:** In the registration email you will receive a link to schedule a meeting with your personal Technical Director. Setup this meeting as soon as possible. The day you signup is the start of your 30 day membership.

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## After signup what are the next steps? (contd.)

- **Step 3:** Meet with your Technical Director. They are responsible for welcoming you into the DTS community. In this first meeting they will begin to craft your technical book as well as technical plan.
- **Step 4:** Explore additional services. After your first meeting with your Technical Director you can explore additional services. This is best to do after having the initial meeting because you get to take a step back and look at your entire media operations as a single unit with your Technical Director. Additionally if you choose to utilize our services your Technical Director will coordinate these services with your onsite team.
- **Step 5:** Sit back and relax. Knowing that you now have a virtual Technical Director and team in your pocket ready to help with just a simple message.

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## How do I cancel my membership?

- Membership and services are billed in 30 day increments/contracts. You are welcome to cancel your upcoming membership billing and automatic service invoicing by emailing [membership@dependabletech.services](mailto:membership@dependabletech.services) 7 days prior to your new 30 day period.
- Cancellation notices received after the 7 day period will not be honored and all invoices will be due without contest.



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## **What if I am unhappy with the membership and services after I have purchased them?**

- Sometimes DTS is not the right fit and we will be happy admit that.
- If at any time you are unhappy with our performance you are entitled to a 50% refund.
- Simply let your Technical Director know the specifics of what you are unhappy with and they will determine next steps to resolve the issue and refund.

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## **Do I have to meet with my Technical Director so frequently?**

- Simple answer is yes. We believe that a 30 min post service meeting and 30 min pre service meeting will ensure that DTS stays connected with you and your team to ensure your technical plan is being followed both by your team and ours.
- Complicated answer is no. You are welcome to skip meetings or decline to meet. Your membership level grants you access to the Technical Director for the predetermined time. How you wish to use that time is completely up to you and your team based on your individual needs.



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## **Do I need a membership to utilize the DTS services?**

- No. You are welcome to utilize our individual services as outlined. But we reserve our special rates for our members. As well as there will be no direct access to a Technical Director to coordinate. Simply put you will be directly responsible for organizing and coordinating the service you are choosing.

## **How does the Emergency Help Desk work?**

- Our team of Technical Directors monitors the request line. When a request is received it is sent to the most appropriate Technical Director to follow up. Follow up occurs typically within 24 hours but sooner if it is during business hours.

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## How does Break-Fix Membership work?

- Our Break-fix team is comprised of engineers that have a skill at repairing common equipment. The equipment available for repair is outlined in the rate card.
- Once membership is active you will receive a shipping address to send equipment to.
- You are only allowed to ship and then receive up to the amount of items indicated in membership.
- The member is responsible for shipping and handling cost to the shipping address.
- Our team will send progress reports of the equipment and within 7 to 14 business return the equipment to the return address.
- For further information send an email to [breakfix@dependabletech.service](mailto:breakfix@dependabletech.service)



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## How does training and development work?

- One of our most popular services, Training and Development is the most costly and logistically challenging. So we separated our training packages into two programs. These programs can be combined, separated, or done in intervals. Talk with your Technical Director for the best approach.
- We develop the training materials specifically for the equipment and process identified in the facility.
- Additionally, we train our onsite technicians to provide what we call “soft-training” to any church volunteer they encounter. This doesn’t mean that the technician will provide a full run down of the equipment but rather they will explain tips and techniques in the moment.
- The materials package cost provides indefinite term access to the training materials.

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## What is a minimum and does it have to apply if the technician is there for less hours?

- A minimum is a minimum number of hours you will have to pay for the technicians time. The best example of this is if a technician is called to support a 2 hour service. The invoice will show the minimum amount of hours for example 4 hours.
- The minimum hours serves as a financial mechanism to ensure that the technicians time is fully honored. Even though the technicians will be working for 2 hours the additional hours or the minimum ensure that travel time, tools, and slight expenses are covered. For DTS this helps ensure that the best technicians are serving our clients.



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## **What is a minimum and does it have to apply if the technician is there for less hours? (contd.)**

- Our simple philosophy is that if the minimum is a financial or logistical issue it may be possible that you are not prepared to have a paid technician support the position that you are attempting to fill. Talk with your Technical Director for more information and support.

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**I am comfortable with paying for the membership upfront but I don't want to or can't afford to pay for our services upfront, why should I and how can you help?**

- We fully understand that the financial commitment around technical services can be daunting so we are here to help!
- First, we approach our pricing model openly and honestly. We don't change our prices or payment process. If we do we change it, we will change it across the board for all of our members and clients. Coast-to-coast, Los Angeles to Washington DC, these are our prices and process, everywhere!
- Second, because of this philosophy we don't offer discounts or allow for net payments. We attract the best talent because we promise fiscal responsibility with their hard work. On the back end, because of this fiscal responsibility we are able to offer benefits and securities for our contractors and employees.

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**I am comfortable with paying for the membership upfront but I don't want to or can't afford to pay for our services upfront, why should I and how can you help? (contd.)**

- Third, our best response is that if you can't currently afford the services presented: explore our financing options with some of our great financing partners (explained below) or conversely rebuild your service package to suit your financial needs currently and then as your finances and needs grow we will be there to grow with you. Remember you are only making a 30 day commitment. Feel free to change your services and membership monthly.



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**I am comfortable with paying for the membership upfront but I don't want to or can't afford to pay for our services upfront, why should I and how can you help? (contd.)**

- Finally, as previously mentioned, we work with great finance companies that work with non-profit organizations and specifically churches to help finances technology improvements. Additionally, there are lots of grants and programs available through private and government institutions that can help with technology grants. Talk with your Technical Director for more information.

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## How does the Technical Health Assessment work?

- Only offered in membership Tier 2 through 4
- Once you sign up for this membership and during your first meeting with your Technical Director they will schedule a 2 hour window to physically meet you onsite and do a visual assessment and inventory of your technical systems.
- This assessment will provide you and DTS with valuable information to help develop a long term system integration plan and equipment storage plan.
- A report including the pictures will be included in the Technical Book.
- Any additional system assessments will need to be scheduled with our break-fix team. Cost is outline is the rate sheet.
- Assessments currently only offered in the contiguous 48 states.

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## What is the Technical Book?

- The Technical Book is a google sheets document that we built to track all of the technical information for a church tech team. It isn't our first rodeo. We used all of our collective knowledge to create a book that would be easy to use and useful. Additionally, we brought our knowledge from live events and television to help organize the information that would help anyone reading it be able engage with the church team.
- The book is split into section such as staffing, equipment, schedules, and even content management.
- If you are a member your Technical Director will help manage the book with you and provide guidance.