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M-F 5-9 Sat 12-5

YEARLY SUPPORT CONTRACT

Introduction

This IT support contract describes the services that “ ” (“the client”) will receive from Budget Computer Repair (“the supplier”).

Purpose

The client depends on IT equipment, software and services (together: ‘the IT system’) that are maintained and supported by the supplier.

This IT support contract sets out how the IT supplier will provide maintenance and support services for the IT system. It describes for which items the supplier will provide support, what activities it will perform, and how the client can expect problems with the IT system to be handled.

Scope

Parties

This IT support contract is between:

The client:

[Client name]

[Client address]

[address line 2]

[address line 3]

Key contact: [name]
[telephone /
email]

The supplier:

Budget Computer Repair

49 Rexford St
Norwich, NY 13815

Key contact: Steve Reilly
office 607.205.8674
cell 607.280.0825

steve@reillyblog.com

Dates and reviews

This contract begins on **[date]** and will run for a period of 12 **months**.

It may be reviewed at any point, by mutual agreement. At the end of the contract, the supplier and client will discuss possible renewal terms.

Equipment, software and services covered

This contract covers the software and services listed in the table below. This list may be updated at any time, with agreement from both the client and supplier.

Item type	Number of items
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Hardware

Desktop computers

Laptop computers

Available Software

Choose one:

Malwarebytes Pro

Bitdefender Antivirus Plus 2017

Services

<i>Tuneup, Routine maintenance</i>	2X
<i>Client initiated Remote Support</i>	Up to 2x
<i>Malware removal</i>	Up to 2x
Supplier initiated Remote Support	unlimited

Exclusions

As this IT support contract is written in a spirit of partnership, the supplier will always make the best-possible efforts to provide support and rectify problems as requested.

However, this agreement only applies to the parts of the IT system listed above.

Additionally:

- This contract *does not* cover **Ransomware type virus infections (Cryptolocker) causing all data to be encrypted**, or IT system problems caused by using equipment, software or service(s) in a way that is **not recommended or hardware failure. Additional cost will be incurred to replace hardware. Labor will be provided at 50% off current rate.**
- If the client has made **unauthorized changes** to the configuration or set up of equipment, software or services, this agreement may not apply.
- If the client has prevented the supplier from **performing required maintenance and updates**, there may be a delay in resolving issues.

This contract does not apply to circumstances that could be reasonably said to be beyond the supplier's control. For instance: floods, war, acts of god and so on.

This contract also does not apply if the client fails to pay agreed supplier invoices on time.

Having said all that, Budget Computer Repair aims to be helpful and accommodating at all times, and will do its absolute best to assist the client wherever possible.

Responsibilities

Key supplier responsibilities

The supplier will maintain and support the IT system used by the client.

Additionally, the supplier will:

- Respond to support requests within a 12 hour time frame.
- Do its best to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the client at all times.

Key client responsibilities

The client will:

- Notify the supplier of issues or problems in a timely manner.
- Provide the supplier with remote access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- Keep the supplier informed about potential changes to its IT system.
- Maintain good communication with the supplier at all times.
- Refrain from installing and/or using programs to access illegal file/software sharing or downloading websites.
- Follow safe web browsing practices as outlined here <https://www.us-cert.gov/ncas/tips>

Activities

The supplier will perform a number of specific activities for the client. Details of these activities are described in the table below, along with the purpose and frequency of each.

Activity	Frequency
General	
System Tuneup	2x per contract
Malware removal	Up to 2x per contract

period

System maintenance

Check backups to Google Drive or client supplied backup method (if available) are operating properly	Up to 2x per contract period
Malware removal: toolbars, PuP's, rootkits, viruses, proxies. Does not include CryptoLocker or Ransomware type trojans where data becomes encrypted.	Up to 2x per contract period
System Tuneup: check hard drive health. clean temp internet, log, system files and registry. defrag, chkdsk (if needed). adjust startup programs, services and scheduled tasks. Install windows updates.	Up to 2x per contract period
Install software patches, service packs and other updates	Up to 2x per contract period
Install software upgrades	Up to 2x per contract period
Monitor event logs for potential problems	Up to 2x per contract period
Monitor status and availability of cloud services if available	Up to 2x per contract period
Monitor available disk space	Up to 2x per contract period
Assist client with support queries via email or Facebook business page chat during business hours. Phone support is not included.	Unlimited during business hours
Let client know of any potential issues	Up to 2x per contract

Create, remove and maintain user accounts and permissions

period

Up to 2x per contract period

Fixing problems

Disaster recovery of core systems

additional cost will be incurred for any hardware replacement, and labor will be provided at 50% off current rate.

Not included

Fix user errors / mistakes

Up to 2x per contract period

Charges and conditions

The contract period price for these services is: **\$199.**

This is an all-inclusive charge that covers everything described in this contract, with the following conditions:

- Support will be provided **during working hours**. These are also referred to as 'standard hours' and are 5-9 PM on weekdays (Excluding Bank Holidays) and 12-5 on Saturday. Remote support may be agreed upon by client and supplier to be performed outside of normal

business hours on an as needed basis.

- **Support will be provided on a remote access basis for a TOTAL OF 2x per year.** Visits to the supplier's premises are charged separately, and will **include a 50% reduction in current labor rates for services not outlined in this contract.**
- Additional charges apply for these items:
 - Remote Support outside of standard hours: \$20. per hour
 - Onsite visits: \$29. per hour (standard hours)
 - Onsite visits: \$39. per hour (outside standard hours)
- Should the client experience hardware failure and not wish to repair the covered PC, this contract **may be transferred to another PC for the remaining length of service.** Data transfer, settings, setup of new machine is not included in this contract. Current labor rates will be reduced by 50% should client request data and supplier provided software be transferred to a new PC.

Signatures

This IT support contract is agreed between the client and Budget Computer Repair:

Client electronic signature:

Name:

Date:

Supplier electronic signature:

Name: Steve Reilly

Position: Owner

Date: