



49 Rexford St  
Norwich, NY 13815  
607.205.8674  
M-F 5-9 Sat 12-5

# 2018 SUPPORT CONTRACT

## Introduction

This IT support contract describes the services that “ (“the client’) will receive from Budget Computer Repair, herein referred to as (‘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

steve@bcrtech.support

## Dates and reviews

This contract begins on **[xxx]** 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.

<b>Item type</b>	<b>Number of items</b>
<b>Hardware</b>	
Desktop computers	
Laptop computers	

### **Available Software**

*Choose one:*

*Malwarebytes Pro Yearly Subscription*

*\*includes our no malware guarantee with purchase of Malwarebytes Pro*

### **Services**

*Tuneup, Routine maintenance*

1X

*Additional Pre-Paid Labor hours @ \$20hr (2hrs per PC is included outside initial maintenance/tuneup)*

Supplier initiated Remote Support

1x

## **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 \$20 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 changes to its IT system and **installation of ANY new software in advance.**
- 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. Intentionally infecting and/or installing file sharing/peer to peer/ BitTorrent software. Installing unlicensed/ cracked software. Any one of these items will **void the \*no malware guarantee.**
- 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
<b>General</b>	
System Tuneup	1x
Malware removal	*unlimited

## System Maintenance

Check backups to Google Drive or client supplied backup method (if available) are operating properly	During initial tuneup
Malware removal: toolbars, PuP's, rootkits, viruses, proxies. <b>Does not include CryptoLocker or Ransomware type trojans where data becomes encrypted.</b>	During initial tuneup & *unlimited thereafter
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 and updates to commonly used programs.	1x
Install software patches, service packs, feature updates and other updates	During initial tuneup
Install commonly used software upgrades	During initial tuneup
Monitor event logs for potential problems	During initial tuneup
Monitor status and availability of cloud services if available	During initial tuneup
Monitor available disk space, and disk health	During initial tuneup
Assist client with support queries via Email/Text or Facebook business page chat during business hours. Voice/ phone support is not included. <b>Software installation supplier notification only -Text the business line 7AM-9PM, no charge.</b>	Limited by amount of prepaid hours
<b>Any contact method 5 min or under= no charge</b>	
Let client know of any potential issues	During initial tuneup
Create, remove and maintain user	During initial

accounts and permissions

tuneup

## Fixing Problems

Disaster recovery of core systems

Not included

**additional cost will be incurred for any hardware replacement, and labor will be provided at \$20/hr off current non contract labor rate.**

Fix user errors / mistakes

During initial tuneup

## Charges and conditions

The contract price for these services is:

**\$169. per PC/yr**

**20% discount for multiple PC's**

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

- Support will be provided **during business hours**. These are also referred to as 'standard hours' and are 5-9 PM on weekdays (Excluding Bank Holidays) and 12-5 on Saturday. No support is available on Sunday. 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 1x per year or**

**limited by the amount of pre-paid hours. Pre-paid hours can be added at any time within contract period. Pre-Paid hours can be used for any service.**

- Additional charges apply for these items, these will use your pre paid hours:
  - o Onsite visits
  - o Phone Calls
  - o Text/Social media messaging/Email over 5 mins. Under 5 mins, no charge.
  - o Requests to repair issues after initial tuneup
  
- 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 non contract labor rate will be reduced by \$20hr should client request data and supplier provided software be transferred to a new PC.

\*\*Unlimited Malware free guarantee will be in force if the client purchases Malwarebytes Pro. MBAM must not be disabled, uninstalled, or the PC intentionally infected. MBAM logs must not be cleared by client. Client must follow MBAM alerts when on dodgy, questionable websites, click ads on websites, search results from any search engine or opening email or social media attachments. Client not following these guidelines will be considered abuse, and

void the malware free guarantee. This will result in additional pre paid hours to clean any infections.

## Signatures

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

### **Client signature:**

Name:

Date:

### **Supplier signature:**

Name: Steve Reilly

Position: Owner

Date: