



Sample Support Agreement

Standard Service

- Hourly Rate \$59/hour
- Appointment Time Next Available within 4 business days
Usually within 2 business days.

Priority Service

- Hourly Rate \$74/hour
- Appointment Time Adjust other appointments to create within 2 Business days
Usually within 1 business day.

Additional Standard and Priority Service Information

- Response Time Response in ½ business day
- Support Coverage M-F 9-5 and scheduled after hours maintenance, excluding holidays.
- Contact Method Call Business phone or send E-mail.
- Minimum Charge **Appointments are subject a one hour minimum**
- Travel Time No Charge for 20 minutes travel time each way.

Critical Service

- Hourly Rate \$99/hour
- Response Time Response in 30 minutes
- Appointment Time Same day when possible or first thing next day
- Support Coverage Coverage: 24/7 **including holidays**
- Contact Method Call Business phone or send E-mail **with 911 at the front.**
- Minimum Charge **On-site appointment is subject a two hour minimum**
- Travel Time Travel time each way is charged to client from door to door.

Website Design, Search Engine Optimization and Graphic Arts

- Hourly Rate \$59/hour

Other considerations

Voice mail, or E-mail (except 911) received after 5pm, on weekends or holidays will be returned the next business day. Appointment time may be delayed until any needed parts are procured.

Estimates and Billing

Estimates are based on the information available at the time. Estimates include assembly of hardware and installation of software included on invoice. Additional expenses are billed on a time and materials basis.

Our technicians are consultants; their experience allows them to quickly and accurately respond to an issue starting with the least expensive and/or most likely chance for a swift resolution.

Work is invoiced monthly and payment is expected within 15 days after the invoice is sent. Past due invoices are subject to a 5% late fee.

Server and workstation builds are custom made and done with a 50% deposit and the balance on delivery.

Canceled orders where hardware has been ordered are subject to a 20% restocking fee.

Other Charges

Deliver or Pick up equipment within 20 minutes driving time \$25
Appointments canceled within 12 hours of scheduled time \$25

Server Maintenance Charge

For each monitored server the charge is \$59 per month.
The server maintenance charge is to monitor the health of the system, applications, security, virus and spyware protection, UPS, monitor and backup logs where applicable in order to prevent instability, damage and data loss.

Workstation and Server

An initial and annual update may be performed on each workstation and server. The estimated time needed is one hour per workstation and two hours per server. The purpose of this service is to bring the Bios, drivers, software updates and services packs up to current levels which will assist in stabilizing the computing environment.

Software licensing

We will advise on all requested software licensing compliance issues.
The client is responsible to assure that all software licensing is in compliance with all guidelines.

Data Integrity:

We will take reasonable steps to assure that no client data is lost or corrupt.
The client is responsible to assure that all client data is not lost or corrupt.

Data Backup:

We will advise on all requested data backup issues and apply strategies customer decides on.
The client is responsible to assure that all client data is backed up.

Holidays

We observe the following holidays:
New Year's Day
Martin Luther King Day
Washington's Birthday or President's Day
Memorial Day
Independence Day
Labor Day Monday
Veteran's Day
Thanksgiving and the following Friday
Christmas Eve and Christmas Day

Accepted and understood by:
Austin Computer Labs

Client

Agent
Title

Name:
Title: