



MAINTENANCE AGREEMENT

HOW DOES IT WORK?

You receive:

- Full monthly computer technical support which includes:
 - Software installation and upgrades
 - Site visit to troubleshoot and fix server and workstation problems as required
 - Emergency site visit will be between 40 to 45 arrival time
 - Non-emergency site visit will be scheduled for your requested date and time
 - Unlimited direct phone and remote control/VPN support
- On-going recommendations to provide further scalability and stability
- Upgrade recommendations

We will also create a detailed inventory of your systems and configuration:

- A detailed inventory of all hardware and software
- A written detail of all ISP information:
 - ISP name, IP's, passwords, router/server configuration
- Workstations, Server, etc.

Conditions:

- New hardware setup will require a proposal and be billed separately
- Maintenance agreement can be canceled by you at any time

Monthly cost: \$390.00

