



Network Bridging and Website Development Computer Upgrade and Software Solutions

**Network Management Terms Available**

- 1 Year Contract.
- 2 Year Contract
- 3 Year Contract

**Information Technology Manager**

This is a formal agreement to allow you to make a decision for your network environment. Currently you have been paying as per the job of flat dollar fees per labor hour plus equipment needed to perform this task. That would most likely exceed any reasonable Budget. I would like to offer the network block of tech support that will include all phone support at a monthly charge with a set number of hours. When exceeding these hours time will bill at \$65.00 per hour.

Off-Site back up is offered as an additional service, as well as disaster recovery service backup are additional as per server or pc, rated by amounts of backup. With frequency of backups as little as every 10 minutes. Please ask about this service. The following tasks listed below will be included in this block of tech support.

**IT Responsibilities**

- Configure the network for optimal use
- Network set up to business services with static IP addresses
- Monitor network for outages and issues caused by viruses
- Be available within 24 hrs if something fails or goes down
- Help supervise with new installations and projects in future ventures

**Directors, Managers Owners Responsibilities**

- Get all passwords for Administrative machines from previous IT
- Allow secure login from remote locations
- Add network modification sheets sent by email to on site notebook
- Allow minimum 2-day notification of new installs or update plans.
- Keep good battery backup (UPS) systems on all hardware.

**Tech Support Block Costs Monthly**

- 05 hours @ \$95.00 = \$ 275.00 (savings of \$200.00)
- 15 hours @ \$95.00 = \$ 685.00 (savings of \$790.00)
- 20 hours @ \$95.00 = \$1050.00 (savings of \$825.00)
- 40 hours @ \$95.00 = \$1550.00 (savings of \$2250.00)
- 60 hours @ \$95.00 = \$1650.00 (savings of \$4025.00)
- 70 hours @ \$95.00 = \$1875.00 (savings of \$6625.00)

**\$65.00 per hour exceeding block time**

- Have read and agree to the labor discount rate
- Would like to discuss labor discount rate
  
- Client Signature \_\_\_\_\_ Date \_\_\_\_\_

***Thank you for allowing us to server you. Please reach out for any issues, were here to help***