



Network Bridging and Website Development Computer Upgrade and Software Solutions

**Network Management Terms Available**

- 2 Year Contract
- 4 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 a flat dollar fee per labor hour per job, plus equipment needed to perform this task. That would most likely exceed any reasonable budget.

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. All efforts are made to remain within block hours.

Off-Site back up is offered as an additional service, as well as disaster recovery service backup are offered 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. Contracts will auto renew at the end of term unless requested to cancel within 30 days written notice. This will lock current hourly rate even if increased during your contract expiration.

**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
- All network modification estimates sent by email for pre-approval
- Allow minimum 2-day notification of new installs or update plans.
- Keep good battery backup (UPS) systems on all hardware. (Owners expense on equipment)

**Tech Support Block Costs Monthly**

- 5 hours @ \$110.00 Your Cost \$300.00 **Savings of \$250**
- 15 hours @ \$110.00 Your Cost \$800.00 **Savings of \$850**
- 20 hours @ \$110.00 Your Cost \$1150.00 **Savings of \$1050**
- 40 hours @ \$110.00 Your Cost \$1950.00 **Savings of \$1950**
- 70 hours @ \$110.00 Your Cost \$2200.00 **Savings of \$5500.**

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

- Have read and agree to the labor discount rate. I am also aware that all contracts are net 30 and subject to 1% late fee of savings added to next invoice.

Company Legal Name: \_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Agreement By \_\_\_\_\_ Date \_\_\_\_\_

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