



Per Device Maintenance Contract

This agreement executed on the ____ day of _____, 20____, by and between _____, an Authorized Company Official referred to as customer in this agreement, and The Computer Store, requires The Computer Store to work for the Customer under the Terms and Conditions hereby agreed to by the parties:

Terms and Conditions

1. Purpose.

This document governs the maintenance of the customer's network which includes _____ servers & _____ devices. The service provider for this service agreement is The Computer Store.

Definitions.

- A. **Desktop Computer:** The workstation, monitor, keyboard, speakers and mouse.
- B. **Onsite:** The specific location at which the covered systems are installed.
- C. **Emergency Maintenance:** Unscheduled equipment maintenance that is requested immediately after the equipment experiences a malfunction without a 24 hour notice. This is not covered under this contract.
- D. **Device:** Examples of devices included but not limited to, Desktop Computers, Laptops, Tablets, Printers, Routers, Modems, Managed Switches, Scanners, and Fax Machines
- E. **Server:** A computer that acts as a central location for files or programs and/or acts as a terminal.

2. Agreement Duration and Cost.

- A. This Agreement shall terminate 1 year after agreement date. The cost for this Service Agreement is calculated as follows
\$100 a month per server and \$20 month per device, paid in full for the year to be serviced under this contract.
 - b. Emergency Service with less than 24 hour notice is charged at \$120 per hour and \$30 every 15 minutes thereafter.
- B. Setup fee to configure network is \$50 per computer, this is a one-time fee to bring the network to a maintainable state. This state is what will be maintained. Additional computers or programs that need to be installed will be charged \$80 per hour to setup and thereafter maintained under this contract if added.

3. Computer Store Responsibilities.

- A. **Extent of Coverage:** This service agreement is structured to support servers, desktops, laptops, tablets, printers, and a single internet connection serviced under this contract. This contract is intended to maintain the existing network and does not include upgrading, adding, or replacing any devices. *Hardware and materials necessary for repairs are not included in this service contract, and will be billed separately to the Customer.* Labor covered by this agreement includes all efforts required to correct equipment malfunctions that are due to software and configuration issues. Service will be rendered remotely or onsite unless it becomes necessary to remove the equipment or a portion thereof to the Computer Store facility to complete the repair. In case of a hardware malfunction cost of repair will be estimated before servicing and will be billed when repair is completed.

4. Remote Support:

Unlimited remote support is included for devices included in this contract. This service must be scheduled with The Computer Store. The Computer Store is not required to render immediate service and this service may be scheduled

at The Computer Stores earliest convenience.

5. **Customer-Specified Priority and Response Time:** If an equipment malfunction occurs, The Computer Store will schedule a remote session if possible to view the problem and if unable to connect to the remote service The Computer Store will schedule a technician at The Computer Stores earliest convenience at an agreed upon date time and location.
 - A. **Coverage Period:** A tech will be available from 10:00 AM to 6:00 PM EST, Monday through Friday from 10:00 AM to 6:00 PM, excluding all state holidays.
 - B. **Replacement Parts/Components:** The Computer Store shall be responsible for the acquisition of all replacement parts/components/materials required to complete a service task.

6. **Customer Responsibilities:**
 - A. **Service Requests:** Customers will initiate service activity by placing a telephone call to the Computer Store at (401) 710-7497. The Customer should make the Computer Store aware that his/her equipment is covered under a Service Agreement at the time the request for service is initiated. If possible and if the customer wishes to do so, computers covered under the contract may be dropped off at our location at 1195 Putnam Pike, Chepachet, RI 02814 to be repaired at the store and either picked up by the customer or returned by a technician.
 - B. **Customer Duties:** The following requirements shall be satisfied by the Customer:
 - i. Establish and maintain a procedure to backup data on covered computer systems for reconstruction of lost or altered files, data, or programs. The Computer Store is not responsible for data loss.
 - ii. Provide the Computer Store Technician with:
 - a. reasonable and safe access to systems
 - b. Adequate working space and facilities at the repair site necessary to service systems.
 - C. **Payment:** All payments will be paid in full for the year before the contract become effective. Out of contract repairs will be paid on a as needed basis after the job is completed.

7. **Options:**
 - A. **Offsite Data Backup:** Contracted customers have the option to back there data up to our offsite backup server. The cost of this service is \$299.99 excluding servers for the year which includes 250gb of storage, and must be paid in full with the maintenance contract. Servers are \$799.99 for the year with 250gb of storage, and Servers and workstations are \$999.99 for the year with 500gb of storage.

This agreement constitutes the entire agreement between the parties and it supersedes all prior contemporaneous agreements, representations, and understandings of the parties.

The Computer Store Representative

Authorized Company Official (Customer)

Servers covered under service contract

Description _____ Serial # _____

Devices covered under service contract

Description _____ Serial # _____

Description _____ Serial # _____