

Service Agreement

Between

David Bristow Computer Consulting

(A division of D&A Adventures Web Consulting Incorporated)

And

Business Name	
Business Address	
Contact Name	
Phone #:	
email:	

Terms and Conditions

- The service provider is David Bristow Computer Consulting
- The client is the business name specified at the beginning of this service agreement
- A minimum of 30 minutes will be charged for onsite service. If solving the problem takes less than 30 minutes then maintenance tasks will be performed for the remaining time.
- The client site will be setup for secure remote servicing. The service provider will not charge for the time required to do this. If additional equipment is required, then the service provider will request that the client purchase the additional equipment at his/her expense as the equipment upgrade will facilitate other services such as access to office computers from remote locations. If the client does not agree to purchase the required equipment upgrades then remote servicing will not be provided.
- It will be the responsibility of the client to ensure that backups are checked for success or failure, that backup media is rotated, and that backup media is secured offsite. If requested by the client, the service provider can offer training on how to do this.
- Due to the sometimes unpredictable or unforeseen behavior of computer systems the service provider will not be held responsible for data loss or system failure. However, after performing system maintenance, the service provider can report on deficiencies in the system that, if not addressed, could result in data loss or system failure.

- Rates, fulfillment of contract hours, and billing issues are outlined below.

In the following example, let's say that you sign up for 8 hours per month for the minimum term of three months at \$49/hour.

For business clients, some hours would be reserved for system maintenance at the completion of which a checklist would be provided of items that had passed and failed the minimum requirements for performance, reliability, and security.

In our example, if four hours had been used for maintenance then there would now be 4 hours remaining. These hours could be used to address items that had failed the checklist or they could be directed towards regular work such as troubleshooting.

If more than 8 hours were worked in the month, then the additional hours would be credited towards the next month. For example, if 12 hours were worked in the month of March, then there would be only 4 hours needed for April. At the end of the three month term, if more than 24 hours (8 hours/month * 3 months) had been worked then these additional hours would be billed at \$49/hr.

If less than the required hours had been worked and the end of the term was approaching, then the remaining hours would be worked before the end of the term. For example, if 20 out of the required 24 hours had been worked, then the remaining four hours would be fulfilled in the final week of the term.

Other terms and conditions as mutually agreed upon by the service provider and client

I, _____, am authorized to
sign this agreement on behalf of (please specify business name) _____

Yes I agree to the terms and conditions on the preceding pages

Yes I commit to the following three months maintenance plan commencing on

_____ And ending on _____

8 Hours/Month @ \$49/Hr

16 Hours/Month @ \$45/Hr

Estimated _____ hours per month will be reserved for system maintenance

Authorized Signature _____

Date _____