

**COMPUTER SERVICE MAINTENANCE CONTRACT**  
**2009**

What is covered:

- We will perform on-site & offsite PC repairs, including all labor, for an unlimited number of service calls, phone support, remote login support, or email whichever is appropriate.
- 4 hour response time.
- Loaner PC available for temporary use.
- Desktop/PC Support.
- Operating System troubleshooting.
- Monthly data backups on all PC's.
- Quarterly preventive maintenance on all PC's. (Internal cleaning, system updates, virus & spyware scanning and disk optimization.)
- Disaster recovery support.
- Hardware, printing and peripheral troubleshooting.
- Internet, email, and networking issues.
- Key application support with software publisher or vendor. (Liaison)
- Reduced pricing (half price labor) on anything that is not covered.

What is not covered:

- Equipment upgrades and new installations.
- Replacement or broken parts will not be covered.
- Any problems caused by power surges or lightning is usually not covered.
- Hardware malfunction due to liquid spills will not be covered.
- Data corruption due to virus and hackers are not covered.
- Data corruption due to customer neglect or mistake is not covered.
- Virus & Malware removal is not covered.
- Data loss due to mechanical failures is not covered.
- Support for software applications like Microsoft Office is not covered. ("I cant' format a document", etc)

**PRICING:**

1 PC	\$199.00
2 PC'S	\$349.00
3 PC'S	\$499.00
4 PC's & 1 SERVER (or additional PC)	\$799.00