



Computer limits

518 21st Street
Vero Beach, FL 32960
(772) 569-9978

Professional On-Site Support Maintenance Agreement



SAME DAY EMERGENCY SERVICE



10 Hours Service Agreement Rate \$900	10 hours Normal rate \$1,025	**Save Significant Money
Each hour = \$90.00* *Billed in 1 hour increments	First hour = \$125.00 Additional ½ hour = \$50	<u>Save 10%</u>

**Based on comparison to normal hourly rates.

PLAN BENEFITS:

- Guaranteed Same Day Service on all ***emergency calls received before 12:00 P.M.
 - Prompt certified professionals in your office within 1 business day on all other calls.
 - Reduced rate applies to all labor for full term of service agreement.
 - Our technicians are Microsoft Certified.
- ***An emergency consists of inability to connect to the server or internet, server down or inability to access or connect to financial or business sensitive software and databases.

SUPPORT BILLING POLICY:

- This agreement is valid for normal working hours (Monday thru Friday from 9am – 5 pm).
- Support outside normal working hours will be billed at 1.5 times normal rate.
- All service agreements subject to 7% Florida State Tax.
- Service applies to existing computers at address and business listed below.
- Term of service agreement is valid for 1 year from date of signing. Subject to change after the 1 year term.

Company Name:

Address:

City/State/Zip

Phone

Fax

E-Mail

Customer Signature

Date

Total Due: \$963.00

subtotal: 900.0
tax: 63.00
total : 963.00