

Home User Support Service Contract

1.0 Executive Overview

Nick Torino, Computer Consultant (NTCC) provides computer and information technology support. This document will describe the level and terms that will be supported and to identify and delineate the limits of NTCC's capabilities and what shall be or not be supported. "NTCC's Home User Support Service Contract" is defined as any queries made by end users to NTCC regarding any failures, problems, issues, questions, and other matters relating to the operation and permanence of a home user owned PCs, server, Web site, software, peripherals, mobile device, and other equipment or assets related to technology. The range of support offered and guaranteed by NTCC will vary depending on the nature of the problem, the number of resources available to resolve the problem, and other factors regarding the nature of the support requested. Priority will be given to contract clients mission-critical applications first, moving down in a priority sequence. (See Section 6.0)

2.0 System Analysis

Though not required, it is highly recommended that a System Analysis be preformed prior to or at the start of any new contract. As part of a System Analysis NTCC will come on-site to analysis a home user's computer. System elements, including workstations, servers, routers, printers and operating systems. This will give NTCC much needed information and background about the user's computer. This information is important to the success of this contract. Documentation developed by NTCC under a contract agreement will be made available to the client. Additional copies may be kept at NTCC office in hard and/or digital form.

3.0 General Service Response Time

General Service Response Time under this contract is usually delivered within a one (1) to four (4) hour timeframe during normal business hours, 10am to 5pm, Monday through Friday. Emergency response is available upon request. Twenty-four (24) Hour Emergency Service – After hours onsite service is from 5pm to 10am, Monday through Friday, and all day (24/7) Saturday & Sunday. Emergency service is delivered within a two to four hour timeframe. Additional fees may be charged for twenty-four (24) Hour Emergency Services.

4.0 Support Plan Options

NTCC supports a variety of customers in diverse markets. In order to meet the technical needs of such a broad client base, I have developed a price structure to meet both operational and financial concerns. If need be, please inquire about a customized support contract to maybe better suite your needs.

5.0 Detail of Support

Hardware Support-

Support is provided for most standard hardware and devices, including servers, workstations, peripherals, network interface cards, hard drives, storage devices, etc. NTCC will thoroughly diagnose suspected hardware faults and make every effort to fix defects accordingly. In the event that equipment must be sent back to the vendor/manufacturer, downtime may occur. Some delays may be beyond the control of NTCC.

5.1 Supported Hardware-

- Workstations and Servers
- Routers, Switches, and Wireless Access Points
- Printers and Scanners
- Hand-held Devices

Please note that personally installed or unapproved hardware, including speakers, unauthorized monitors, personal cell phones, etc., will not be supported by NTCC unless prior request are made. Hardware support includes troubleshooting and replacement of defective parts under a NTCC purchase. OEM hardware isn't covered under this contract, additional fees may apply. Hardware replacement cost is in addition to the support hours listed in this contract that aren't covered under any OEM guarantee or warranty.

5.2 Software Support-

Support is provided for select core software packages and operating systems on servers, workstations, laptops, and other computing equipment. Limited support is also provided for third party software applications. Specifically, support is provided for:

5.3 Supported Operating Systems:

- Windows XP Home
- Windows XP Pro
- Windows 2000 Professional
- Windows 2000 Server
- Windows Server 2003 (All Editions)
- Windows Vista (All Editions)
- Windows Server 2008
- Windows 7

5.4 Supported Application Software:

- Microsoft Outlook Express
- Microsoft Outlook
- Microsoft Internet Explorer
- Desktop Productivity Applications (MS Office, Adobe Acrobat, etc.)
- Industry Specific Applications

5.5 Server and Workstation Monthly Checks-

- ✓ verify that Microsoft Windows updates are current
- ✓ antivirus & anti spyware updates are current
- ✓ hard drive diagnostic & maintenance
- ✓ hard drive housekeeping
- ✓ clean out internet clutter and cookies
- ✓ check system backup (as applicable)
- ✓ make necessary recommendations when warranted

- Microsoft Windows and Office Updates

Microsoft regularly issues updates/patches to fix bugs and plug 'security holes' in Windows. I will ensure that you have all the latest updates for your computer. Updates and patches for the Operating System and other software applications are included however additional hourly fees may apply.

- Antivirus and Anti Spyware Updates

Antivirus and anti spyware software is crucial in today's world of computers whether you use a standalone home type computer or a networked environment. Increasingly sophisticated new viruses and spyware exploits appear daily. Without your awareness, they can spy on your computer use, steal your identity and bank accounts, and turn your PC into a spam-spewing zombie or a repository for illicit materials, for which you may be held legally responsible. I will ensure that you are running worthy applications to combat these issues and that the software is up to date.

- Hard Dive Diagnostic & Maintenance

With the use of a diagnostic utility I will check the file structure of the hard drive fixing any lost clusters and chains as well as checking you system registry for errors.

- Hard Drive Housekeeping

With regular use, the hard drive may become fragmented. With the use of a Windows utility I check your hard drive for fragmented files and defrag as needed. Also, I'll check the root structure of your hard drive.

- Internet Clutter and Cookies

When searching the web, cookies and other files are downloaded to your hard drive and over time, can consume large chunks of hard drive space. I will clear out what Internet Explorer doesn't!

- System Backup

Backing up your computer system is vital! I'll ensure that the backups are current and properly configured.

5.6 Network Infrastructure-
Network support includes but is not limited to hubs, switches, routers, firewalls, and wireless connectivity. Cabling is not covered nor is cable replacement. NTCC does not install cabling through walls or floors.

All support includes troubleshooting but does not include replacements of defective hardware and / or software unless purchased from NTCC and under warranty. Replacement hardware and / or software costs are additional.

5.7 Network Design, Implementation and Maintenance

- Network Analysis and design services (new and existing)
- Local Domain, Domain Controller and client Configuration

5.8 Network Security (applies to home user with server only)

- User Profiles, Accounts, and Permissions
- Active Directory Management
- Group Policy for LAN Security
- Firewall Security (additional hardware may be required)

6.0 Priority Chart

Priority Type	Example or Definition
High	<ul style="list-style-type: none"> • A server is not available • Applications are not operational • Network connectivity is not available • Internet connectivity is not available
Medium	<ul style="list-style-type: none"> • A server is not operational for a single user. • Applications are not operational for a single user. • Network connectivity is not available for a single user. • Internet connectivity is not available for a single user.
Low	<ul style="list-style-type: none"> • A minor function of computing is not operational for one or more users (who can continue to use other application functions) • A user has questions about his/her computing functionality

7.0 Contact
NTCC can be contacted in a variety of methods.

Physical Location:
Nick Torino, Computer Consultant
RR 19 Box 118
East Stroudsburg, PA 18302
Voice: 570.236.5111
eMail: info@nicktorino.com
Web: www.NickTorino.com

8.0 Contractual Terms

Number of workstations (PC's) _____ (includes laptops)

Number of servers _____

Number of wireless devices _____

Number of remote users _____

Number of cell devices _____

On-site hours: _____

Cost per month \$ _____

Phone Support Hours: _____

Hours included under contractual agreement per week _____
(per site)

Remote Assistance Hours: _____

Reduced hourly rate for overage hours billed in full hour increments at \$60.00 per hour per incident. The hourly rates are reduced as a contractual client.

Upon signature, payment of first and last month are due payable by cash or check. All payments are to be made payable to Nick Torino. Each month, via email, NTCC will invoice for monthly services, payments are due upon receipt. Failure to pay monthly invoice can cause NTCC to terminate this agreement and apply the last month of service payment made at commence of this contract to cover unpaid month. Late payment fee of 1.5% of outstanding balance will be accrued every 10 days on any and all unpaid invoices. To reinstate a canceled contract, any and all outstanding monies due must be paid plus a \$50.00 reinstatement fee. There will be a \$30.00 fee charged for any and all returned checks. If the client wished to terminate this contract prior to its expiration date, a letter of cancelation and explanation must be received 30 days in advance via US mail. e-Mails are not accepted, no exceptions. Any and all prepaid monies for contractual services will be forfeited upon client's early termination of contractual services. This contract is non refundable or transferable.

NTCC will schedule a service call once every thirty days in advance. Client may reschedule one service call date per month by phone 24 hours in advance. In the event the rescheduled call date needs to be canceled, the client will forfeit on that months service as this causes conflicts in NTCC's scheduling. If a computer is inaccessible be it in a locked room, not at location or not in proper working order, that machine will not receive that month's service. No credit, adjustment or allowance will be offered. In the event of inclement weather or an emergency at another client as per Section 6.0, NTCC may need to reschedule a call date; NTCC will accommodate the clients scheduling needs to the best of ability.

Change of equipment- Omitting of equipment will not cause change of this contractual agreement. In the event additional equipment is implemented expanding beyond the terms of this contract, an Amendment of Contract will be established to reflect additional needs. Each Amendment of Contract will expire twelve months from date of Amendment of Contract making all prior contracts and expiration dates null and void. Change in equipment include but are not limited to, addition of users, computers, printers, cell phones, wireless devices, as well as all other devices that become part of the existing network.

9.0 Acceptance

I accept this Information Technology Administrator Support Contract as outlined herein with all terms and conditions. NTCC will be held accountable for any adverse outcome after completion of any monthly service as they have no manageability over how the computer is used.

Client: _____
(print name)

Address: _____

Phone: _____ - _____ - _____

Effective Date: ____/____/____

Expiration Date: ____/____/____

Client Signature: _____