

Remote IT Support Services Agreement

This agreement is made between Mike McConnell dba Prophet Computers ("Service Provider"), and _____ ("Client"), collectively referred to as the "Parties", effective as of _____.

Objective:

Service Provider agrees to deliver efficient Remote IT Support and act as the primary IT Help Desk for the Client in a principally remote environment, adhering to the terms and conditions set forth in this agreement.

Pricing and Services:

1. **Support Plan Charges:** The Service Provider shall charge \$45 per hour for the remote IT support services with a minimum requirement of 5 hours per month. Service hours are only for hands on time. If we perform services where we must wait for an installation or scanning, that time is not charged against your plan until we have hands on action.
2. **Additional Support:** Service hours exceeding the plan limit will incur a charge of \$65 per hour, billed in 6-minute increments.
3. **Invoice and Payment:** Monthly invoices will detail the pre-paid plan amount, any additional support hours utilized, and a comprehensive breakdown of services rendered. Unused hours will not roll over into the following month.
4. **Plan Customization:** The Client retains the flexibility to determine the number of pre-paid support hours per month, which may be adjusted for subsequent billing periods upon request.
5. **On-site Support:** If on-site support is deemed necessary, it will be billed at \$65 per hour. The one exception is the hands-on service listed above does not apply. All time on site is billable. If the On-site Support location exceeds 25 miles, we will charge mileage for round trip at the IRS approved rate.

Coverage and Network:

- The support plan encompasses all Client workstations/servers equipped with the Service Provider's Remote Access Client. Exclusions can be made upon the Client's request.
- The Service Provider will not purchase hardware/software on the Client's behalf; however, the Service Provider can do the research and provide links to said hardware/software to help Client facilitate the purchases by the Client. All purchases are the responsibility of the Client.

Services:

- **Proactive Maintenance:** The Client can access a Preventative Maintenance (PM) Checklist via the Service Provider's website to assist in planning and expectation setting for IT maintenance and support tasks.

- **Reports and Upgrades:** Automated reports for monitored computers can be provided, aiding in upgrades and maintenance planning. The Service Provider also offers support for hardware, software, and networking upgrades.
- **Backup Services:** Options for data backups, either through attached storage or cloud services, are available; however, the Client is responsible for any associated costs. The Service Provider will handle configuration, maintenance, and verification.

Term and Termination:

This Agreement shall commence on the Effective Date and continue until terminated by either party. Early termination may not relieve the Client of the obligation to pay for services rendered until the end of the month. Even if the Client has notified the Provider that they wish to terminate the plan, Client support will still be available until the end of the month when the plan officially terminates.

General Provisions:

- **Confidentiality:** Both parties agree to maintain the confidentiality of any proprietary information exchanged during the term of this Agreement.
- **Dispute Resolution:** Any disputes arising under this Agreement shall be resolved through mediation in the State of Texas.
- **Governing Law:** This Agreement shall be governed by the laws of the State of Texas.

By signing below, the Parties agree to the terms and conditions of this Remote IT Support Services Agreement.

Service Provider:

Name: Mike McConnell

Title: Owner, Prophet Computers

Signature:  _____ Date: _____

Client:

Name: _____
Client Name

Title: _____

Signature: _____ Date: _____