

Terms and Conditions

1. Absolute PC Solutions will perform to the best of its ability every security and system verification check with the goal to minimize the risk inherent to all computer systems. As such it is understood that these critical risk factors can not be eliminated 100% and Absolute PC Solutions will not be held liable for any damage, virus infections, data lost, or system failure to any or all of the equipments serviced.
2. Replacement cost of defective parts or additions of any new parts are not covered by any of the service plans, unless the specific part/computer was originally provided by Absolute PC Solutions and it is still covered by warranty.
3. Regular business hours at Absolute PC Solutions are as follows:
Mon-Fri:
Sat:
All other hours are considered emergency service and are not included in either service plan A or B.
4. This agreement is valid for the term of one year starting upon the signature date; Both Absolute PC Solutions and are free to terminate this agreement for whatever reason they see fit, provided a one month written termination notice.
5. Issues related to services provided by a third party will not be covered by this agreement.
6. Agrees to pay the full balance of the service fees plus any additional charge incurred, at the end of each month unless additional credit is extended to by Absolute PC Solutions. Late charges will apply for overdue payments at a rate of 1.4% month.
7. Absolute PC Solutions shall notify one month in advance of any vacation time/office closure required, at this point arrangements will be made to provide with an alternate service technician.
8. All plans cover the following address(es):

Service Plans

Type A

- one monthly server remote logon (Security/Patches) upgrade
- one weekly remote logon to server for system log verification
- one weekly remote logon to server for network security verification
- one weekly remote logon to server to verify backup status
- limited phone support for general questions or server restart
- per month

Type B

- service type A
- included one on-site emergency service¹ call per month up to one hour, at the above specified regular business hours
- one full system server cleanup and preventive maintenance every 6 months
- quarterly status report
- general recommendations for system/network enhancements
- per month

Type C

- service type A, B
- one full system on site work station cleanup and preventive maintenance every 6 months (up to 3 workstations)
- remote logon application for application upgrades
- next day response on emergency calls
- no additional charge for Sundays and extended weekdays service to 8pm
- extended phone support for general questions or server restart
- monthly status report
- per month

Note:

¹ Emergency requests are defined as any condition that impedes or threatens the operation of the computer/network systems.

Additional Notes

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Plan Selection

Plan A

Plan B

Plan C

Service Provider

Client

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Business Name

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Business Name

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Address

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Address

Tel: Fax:

Tel: Fax:

Email:

Email:

..... Date:
(Signature)

..... Date:
(Signature)