

Computer Central

5633 Broad St. Ext.
Sumter, SC 29154
(803) 494-4390

SERVICE CONTRACT

YEAR 2010

Service Contract price.

Monthly Retainer Fee: Contract retainer fee for one month is \$200 Service will be billed at \$50 per hour and is billed port-to-port (we will never charge for remote access or telephone support). This contract also provides domain hosting services for one domain name. Any web design will be at the service contract rate. *NOTE: the decision to fix a problem remotely vs. performing an on-site service call will be made at our discretion.*

Service Considerations:

1. This is a service only contract. Replacement parts will be provided at a discount, unless under manufacturers warranty in which case there will be no charge. A “service only” contract allows you to upgrade your equipment as it becomes outdated, rather than maintaining outdated equipment. Our approach to servicing computers and networks has proven itself to be the most cost effective, compared with parts replacement service contracts.
2. This contract covers labor costs associated with the maintenance of your network hardware and software. This includes running additional workstation drops, upgrades to existing equipment, telephone support and network consultation services, among other things. We will also support all of your software applications thru use of your software company’s tech support centers. Our goal in servicing your network is to be a one stop provider capable of handling every type of request or problem you might encounter. We will NEVER say “it’s not our problem”.
3. Response times - We will respond to any service request within one hour by telephone. If it is determined to be a critical problem (work stoppage) we will be on-site within four hours. For service calls deemed non-critical we will be on-site within 24 hours (next business day), unless you request a particular date and time for our service call to be performed.
4. Service Restrictions – Unfortunately we cannot provide hardware service on notebook computers since most manufacturers require that the unit be returned for service. However, we will obtain return authorizations from manufacturers and provide transportation of your inventory to a warranty or repair facility. This may also be true for some model printers depending on brand and other warranty service restrictions imposed by the manufacturer.

5. Computer Central bills service contracts on the 15th of each month. (ea. you will be billed on the 15th of March for the month of April). There is no minimum contract term, therefore you may cancel at any time with a 30 day written notice. Please direct any questions to Eric Weaver at 494-4390.

6. Remote Monitoring

- Most companies will agree that network monitoring is a vital part of managing any computer environment.
- Many companies who try to perform monitoring using their own in-house personnel find that the additional tasks put additional strain on an already over-burdened staff.
- The Gartner Group reports companies that perform these services internally incur *almost double the expense* versus using an external service provider.
- Worse yet, in many cases this monitoring never takes place at all, with potential for catastrophic results.

Computer Central provides your company access to our advanced network review methodology. Our trained technicians conduct scheduled remote monitoring and allow your staff to focus on making your business more efficient.

We will securely access your network file server and workstations remotely to perform the following:

- Monitor/Review Network Operating system event logs
- Monitor/Review Daily Backup logs
- Monitor/Review status of Antivirus update logs
- Your server will be monitored based upon the defined Thresholds:
- Central Processor Unit (CPU) Utilization
- Server Memory Utilization
- Server Hard Disk Drive Capacity Utilization
- Network Traffic Utilization (network bottlenecks)

If these predefined thresholds are exceeded, you will be notified. Any identified issues are automatically entered in our managed services queue which is monitored by a senior level engineer.

7. Online Help Desk

As a service contract holder you will also have access to our online helpdesk. Besides providing you with a 24/7 means of submitting support requests it also offers advanced reporting. You will be able to generate reports showing how often you are utilizing our services and how well we have performed. Our helpdesk also features a knowledgebase and technical file downloads to help you solve common problem on your own.

SERVICE CONTRACT 2010

After reading and agreeing to the above provisions, _____
would like to initiate a service contract with Computer Central Inc.
beginning the month of _____, 2010 and continuing on a monthly
basis at a rate of \$200 per month plus \$50 per hour for on-site service. This
contract will cover computer systems located at _____.
This contract also provides domain hosting services for one domain name.
(Domain hosting without a service contract costs \$247 per yr.)

Authorized Signature: _____ Date _____

CONTACT INFORMATION IN ORDER OF USAGE

ONLINE HELPDESK: helpdesk.computercentral-inc.com

PRIMARY SUPPORT NUMBER (803) 494-4390* email: eric@computercentral-inc.com

MOBILE NUMBERS (803) 316-7513
(803) 316-7516

HOME PHONE NUMBERS (803) 773-8078*
(803) 773-9297
(803) 494-3104

*voicemail is also available at these numbers. Please leave a message before proceeding to the next contact number.