



Support Agreement

May 2024 - April 2025

This service agreement is between The Computer Guys Pittsburgh and *Tarentum Borough*

Monthly Specifications and Included Services

- Resolve all issues for staff in a timely and efficient manner
- Address network and technology needs and make recommendations to improve workflow, efficiency, security, and reliability
- Monitor network for security, updates, patches, service packs, and data backups
- Quickly provide repair services for various issues
- Immediate elevation and action based on severity
- Unlimited phone, email and remote support for staff and management
- Recommendations and consulting
- Retainer used for support calls, emails, monitoring, system and server updates, security patches, backups monitoring, etc
- Contract fee used to retain The Computer Guys services and prompt response times

Service Exclusions - Billable at discount labor rate of \$125/hour + Hardware Costs

- System upgrades such as hardware and software
- Repair of damage or malfunction
- Hardware associated with repairs
- Sales of new or refurbished systems
- Setup and configurations of new, used, rebuilt or repaired workstations/servers
- Ransomware infections
- Printer repair and troubleshooting outside of normal configuration and operation
- Repair due to virus
- System reloads due to various issues
- Travel and on-site visits

Basic Terms of Agreement

- Support agreement fees are payable in advance for the full term or by prior arranged terms of agreement
- 1 year agreement to be renewed after dates **from: 5/1/2024 thru: 4/31/2025**
- No weekends, federal holidays or outside office hours, except by prior arrangement or absolute emergency "*billable beyond annual fee*"
- We reserve permission to take faulty equipment if necessary
- The Computer Guys ownership or employees will not be held financially liable for any data loss due to cyber attack and ransomware

Signature: _____

Date: _____