



Business IT Support Plan

Preventative Maintenance & Emergency Support

Company: _____ Date: / /

Contact Person: _____

Phone: _____

Billing Address: _____

Physical Address: _____

Number of Computers: _____ Full Server Environment: Yes / No

Basic Plans

- Monthly Service (\$135/Mo)
- Weekly Service (\$520/Mo)
- Daily Service (\$2500/Mo)

Basic plan includes up to 1 hour of support per onsite service visit. We will perform general system maintenance and check the health and security of your systems.

Full Plans

- Monthly Service (\$220/Mo)
- Weekly Service (\$680/Mo)
- Daily Service (\$2750/Mo)

Full plan also allows up to 2 hours per month unscheduled emergency onsite with a response time of 12 hours or less and up to 2 hours of remote support each week. This plan is required for full server environments.

Preferred Day & Time for Visits: _____

Service is typically available during our normal business hours. Additional support beyond what is included in you plan is billed at \$150 per hour for onsite work, or a \$75-150 charge for in-store labor. Unscheduled support outside normal hours is billed at time and a half. Support is not available on Sundays.

By signing below, I agree to be billed monthly at the rate selected above for regular visits by a Techris Design technician until I request the service to cease. I understand that I can cancel this agreement at any time and that no refunds are available. I also understand that Techris Design cannot be held liable for or guarantee the eradication of system problems including but not limited to data and work time loss, system damage, security intrusions, or other issues.

X _____