



A Technology Company

ARCCOMP

Annual Service Agreement

Agreeing Parties:

Vendor / Contractor :

ARCCOMP – A Technology Company
PO Box 38206
Phoenix, AZ 85069
(602) 841-6039
e-mail: jim@arccomp.com

Client:

Vendor Representative: Jim Baudanza

Client Representative:

Start Date:

Cost & Services:

Selected Service:

- **Annual IT Service Agreement** \$_____ **Monthly**

The terms of this agreement are as follows

This service agreement between the Vendor and Client is for annual support for IT service for Client's computing equipment. It covers any repair, upgrade or troubleshooting service to the Client computing equipment within above company and any approved satellite or home offices with approval from above Client representative. Service includes on-site, remote and depot services and covers all vendor labor fees for the contract term (parts and hardware replacement not included). Requests for support should be initiated through one or two primary contacts, such as the above representative via phone, text or e-mail to ARCCOMP. This agreement covers labor costs to repair, troubleshoot or upgrade computing equipment. Parts necessary or requested are billed as needed with prior approval from Client or Client Representative.

Service Hours and Response:

Service hours that are covered within this agreement are from 8:00am to 6:00pm Monday through Friday. Our service can be used for service outside these normal hours of operation but will be subject to a fee of \$75 per instance. We do offer service from 7:00am through 11:00pm 7 days a week. The response time for down equipment will be guaranteed to be within 2 hours from receipt of call. Remote service and phone support will be within 20 minutes. Service agreed to be by both vendor and client to be non-critical, will be responded to within the agreed upon time between the vendor and client at the time of call.

After each service call, you will receive a statement with details on what work was performed, charges for any parts used and your time used for your tracking purposes. This service agreement expires 1 year from the date above. 30 days prior to its expiration, we will re-evaluate and modify the agreement for the next year and forward that to you for approval. Our rates are based on the amount of equipment and the age of equipment. We also factor in client use for the prior year of service.

Vendor Representative Signature: _____

Date: _____

Client Representative Signature: _____

Date: _____