



Current price: \$225.

Contract duration: One year from date of purchase, eg. January 15, 2015 to January 14, 2016.

*The price is derived from my current billable rate (\$45) x 5 billable units, or \$225. This means that if my rates go up, the contract price will go up. **However, once you sign up for a contract, the price change does not affect you until the time of renewal.** The formula also does not restrict you to five hours of usage. As explained below, it covers normal usage including routine and preventative maintenance.*

What it covers:

- Routine maintenance (scheduled when it is convenient for you).
- One computer for one year.
- Monitoring for warning of potential problems.
- Antimalware and DNS filtering (to help keep out / keep at bay web bugs).
- Labor on all repairs during the contract period.
- Transfer of contract from one computer to another.
- Normal use (If we're repairing your systems every other week for the same issue, we have to have a talk ;-)).
- Education to empower you to help prevent your own problems.
- On-site visits (where available and subject to scheduling).

Additional options:

- **Mobile device support (\$90 per device):** iOS devices have more restricted ability for support due to Apple's restrictions. Android devices can be fully remote-controlled.
- **ESET Security (approximately \$60 per computer):** ESET provides world-class security for antivirus/antimalware.

NOT COVERED:

- Jailbroken / rooted mobile devices, hacked copies of operating systems / illegally obtained copies.
- Parts on repairs/upgrades/replacements (eg. replacement hard drive). An estimate will be provided for parts and payment is due up front.
- Moving from one computer to another. While the license is transferrable, the process of migrating data, applications, and settings from one computer to another is not covered.
- While instruction in preventing recurrence of problems is covered, general "how do I ..." questions are not. Tutorials are available for \$45 per hour.
- Obsolete operating systems. Any support for operating systems no longer supported by the OEM or OSes more than five years old is "best effort."

For obsolete operating systems, we will not take a contract. We STRONGLY recommend that any such machines be replaced as soon as possible - not only for security's sake, but also for data integrity. Hard drives (and SSDs) do fail - and that failure may be non-recoverable (without specialized and expensive equipment and expertise).

Payment in full is due before the annual contract will take effect. If it is discovered after contract activation that the OS is not genuine or the device is jailbroken / rooted, the contract is void (breach of contract) and no money will be refunded.

For the overly security conscious, the monitoring and remote assistance portions of this service are optional. Be aware, however, that failing to utilize them makes our job harder and makes it more likely that you will require house calls. Not taking those services does NOT reduce the cost of the contract – it probably should raise it since we will not have the ability to monitor and prevent problems. (We're not charging extra, however.)

TeamViewer's connections are all encrypted so nobody else can remotely access your systems. We will not do so without your approval and will try to schedule routine maintenance for off-hours. Someone would have to have the TeamViewer software, know your computer's 9-digit ID number, and know your persistent password in order to be able to access your system. This makes having TeamViewer much less of a security risk than casual web surfing.

This contract is a maintenance and service contract and not a warranty.

With all that fine print stated, our goal is to prevent things from going wrong as much as possible and to minimize any downtime. If we make recommendations for products or services, it is because we feel that they would benefit you/your business for reasons we will explain. The reasons typically involve performance and reliability.