



1. Initial consultation and site review

Before providing monthly service, we will perform an initial review of your current systems and make recommendations to reach a baseline level of security compliance, malware risk aversion, and equipment failure protection. Some of our requirements for compliance include:

- PC desktops / laptops must be running Windows 10 or Windows Server 2012 R2.
- Macintosh desktops / laptops must be running OS X El Capitan (v10.11.x) or later.
- PCs must have at least a dual core 4th generation Intel or AM3+ AMD CPU and 8GB RAM.
- Network equipment firmware must be fully up-to-date and all devices must be from 2015 or later.
- Any primary storage devices – both external storage and built-in drives – must be newer than three-years old.

After we have identified potential weaknesses in your current configuration we will provide you with a cost estimate to reach our baseline level as well as opportunities for further upgrades to improve your day-to-day experience with the technology you rely upon. Once these requirements are met the monthly fee is the only regular expense you'll have due for full, ongoing IT support.

2. Antivirus, cloud backup, and around-the-clock monitoring

As part of our support package, we will install a suite of background applications on your workstations, laptops, and servers, all of which is compatible with Windows, MacOS, and many common Linux operating systems. This package includes:

- Eset NOD32 Antivirus – Provides seamless, zero-day protection from viruses, malware, and internet redirects. Eset is a cybersecurity industry leader and provides the most effective and least CPU-intensive scanner available.
- Backblaze Cloud Backup – Provides hassle-free, continuous backup of your files and folders and features easy crash recovery and military grade encryption.
- NinjaRMM – Provides hardware, patch, and event monitoring. When a physical component of any of your systems starts to behave abnormally or there is any indication of software issues, it is automatically documented and we are notified immediately so that we can reach out and resolve the issue before it impacts your business.
 - Components monitored include but are not limited to hard drive health, key windows services status, backup status, and antivirus real-time protection/detection, and update status.
- Every month we take the output from these processes and generate a report on the status of your systems, actions taken, and updates completed, in addition to any other information that may be important to have on record.

3. Remote support

As part of the support package, you will have access to our IT helpdesk services. For issues with Windows and Mac laptops and desktops we can provide “remote desktop” service - meaning that, with your permission and a functional internet connection, we can take control of your computer and resolve many common issues you may encounter. This is the primary means by which we will offer support, and our goal is to respond to any such requests as quickly as is possible. Common issues often resolved via remote connection include but are not limited to:

- Software troubleshooting
- Printer problems
- Email issues
- Network troubleshooting



Although we do support handheld and tablet devices for business use – configuring email and that sort of thing – any personal issues like app installation problems, storage issues, phone service, etc. are not covered.

We will do everything within our power to resolve issues remotely, but not all issues can be resolved this way and may require escalation to either an in-shop or on-site service.

Remote / phone support during our standard business hours of 9am-5pm PST is included with your base monthly charges, up to the limits described on the signature sheet at the end of this contract. Our basic package includes up to three hours per month of remote support. Outside of those limits, remote and phone support will be billed at \$85/hour with a half hour minimum charge per occurrence. Remote service outside of business hours is billed at \$135/hour.

4. On-site support

On-site support is provided when we deem that we are unable to correct an issue via remote or phone support. For non-critical situations we will schedule a time within 48 hours to arrive on-site and address the issue. For critical issues, we will endeavor to arrive within 24 hours. We will work diligently and thoroughly to address the issue in a timely manner.

On-site support during our standard business hours of 9am-5pm PST is included with your base monthly charges, up to the limits described on the signature sheet at the end of this contract. Our basic package includes up to two visits per month for on-site support with no hourly cap per visit beyond what is determined by the technician or technicians providing the service. Outside of those limits, on-site visits are billed at \$125/hour during business hours with a one hour minimum charge per occurrence. On site services scheduled outside of business hours is billed at \$175/hour.

5. Moved, added, changed

Once we have completed the initial compliance review and made the required changes to your configuration to ensure that it meets our requirements, you will not be subject to additional charges for us to address software or hardware issues related to that equipment as long as it has retained the same configuration. However, you may be subject to hourly labor charges as defined above or our standard in-shop labor rates in addition to possible replacement parts costs if you need our help with situations including but not limited to the following circumstances:

- A hardware failure has occurred outside of a device's warranty
- A device was physically damaged
- A device was added into your environment (new PC, new laptop, new file server, etc.)
- Any equipment was moved from one location to another (changing offices, etc.)
- Any equipment is being reassigned to another employee
- Distinct changes to the nature of your configuration have been or need to be made (moving you from one email provider to another, migrating your data to a new type of database or cloud service, setting up employees for remote access, etc.)
- Any existing equipment was altered or lost, or if the configuration we applied was modified or damaged without our consultation and/or involvement

If any of these sorts of situations arise, we will generate an estimate to address everything and provide it to you before rendering services that fall within this provision, and will hold off on work until receiving your approval for said estimate. In some cases we may include the labor as part of your monthly fee and you will simply need to approve replacement parts costs. We are firmly committed to making sure none of our clients are ever be surprised by the bills they receive from us.



6. Liability

Computers and networks are complicated machines and as with anything complicated, things can always go wrong. No matter how much care our technicians take when they are fixing and securing your devices and networks, there is always a chance that something unexpected can happen resulting in the loss of data or damage to the hardware.

- 1201 IT Solutions will perform all services with due care and skill, but 1201 IT Solutions will not be held legally liable for any loss or damage to your systems including hardware, software, and stored data.
- Work performed on any devices by 1201 IT Solutions may void the manufacturer's warranty if disassembly is required to address an issue.
- 1201 IT Solutions will not be held legally or financially liable for any real or perceived loss of profit, opportunity, or reputation due to technology related complications, regardless of the source or nature of said complications.
- Services provided by third parties that you / your company and/or 1201 IT Solutions may engage with are governed by their own service agreements and contracts, and 1201 IT Solutions will not be held liable for their providing of said services or meeting of said service agreements. Our ability to interface with third parties on your behalf may be limited by policies and procedures outside of our control.

7. Confidentiality

Both parties agree to hold confidential all information obtained throughout this agreement not readily known or ascertainable by third parties with the exception of court process, or required for ethical disclosure to law enforcement authorities.

1201 IT Solutions will not save or share your data after service has been completed. All data stored on your defective or failed storage devices will be returned to you or destroyed at your request.

Client data stored on our servers will be destroyed after termination of contract unless you explicitly request and receive written confirmation that we keep it longer.

8. Contract termination

1201 IT Solutions reserves the right to modify the contents of this contract before the renewal of such. If our contract is terminated, 1201 agrees to turn over any documentation regarding your systems and infrastructure, and agrees to remove any and all 1201 installed agents, software, and utilities from any device. Any early termination of this contract by your company will result in a 3-month payment penalty being automatically charged in full. 1201 IT Solutions reserves the right to cancel this contract with two-weeks notice for any reason. After the initial duration of the contract has completed, the contract will automatically renew on a monthly basis until either party decides to terminate it.

9. Welcome aboard!

You're in good hands with 1201. With several decades of combined experience in the industry we are excited to be your go-to team for all of your IT needs. Please reach out to us with any questions you may have!



1201 IT Solutions

IT Support Contract

1201it.com

web: www.1201it.com

em: support@1201it.com

ph: 503-240-0591

By signing below, I agree to enter into a 6 month contract with 1201 IT Solutions, for which I will be billed monthly.

Package name / description: 1201 IT Service - Basic (max 3 hours remote support / 2 on-site visits included per month)

Date for contract start / first billing: _____

Your company name: _____

Authorized signer's printed name: _____

Authorized signer's signature: _____ Date: _____

1201 IT Solutions representative name: _____

1201 IT Solutions representative signature: _____ Date: _____

Please provide a credit card for monthly automated billing - you will be invoiced 48 hours before payment is processed.

Credit Card No: _____ Expiration: _____ CVC: _____ Zip: _____