

# Remote Computer Maintenance Agreement (Residential/Small Business)

This document is a binding agreement between \_\_\_\_\_ ,  
the customer & Smalltown Computers the provider. By receiving services, and paying for said services, you agree to the following terms of service.

The first computer is \$\_\_\_/month and any additional computers are \$\_\_\_/month, (up to 9 additional computers per location).

You get 1 month free for every year you pay in advance. (1 year @ 11 month price, etc.)

The following are included support and services are:

Maintenance; perform preventative maintenance and optimization services.

Updates; Windows OS, common programs (ie. Java, Reader, and Flash player).

Managed Anti-Virus; Avast Endpoint Protection monitoring your pc, with weekly scans.

The following additional services maybe added:

- Phone support; 1 hr of phone/remote support
- Deep Scans and Performance Cleaning [ Monthly / Bi-Weekly ]
- Offsite Backup [ 5GB / 15GB / 50GB ] (Limited Space)
- Quarterly Physical Cleaning (billed separately + travel)

There is a 10-20% discount on any additional computer and network services you may use, including but not limited to, computer repair, network installation, graphic design, and website work.

Limitations of this agreement are as follows:

Must have a high speed internet connection.

Not recommended for data limited internet connects. (Carry-in updates are offered)

We are not responsible for data usage charges.

We are not responsible for any of your data loss, or damage outside of our control.

Third Party software licensing is not included in the maintenance plan.

No warranty is expressed nor implied.

Managed Anti-Virus Subscription does not guarantee zero threat from viruses.

30 day written notice and software removal is required for cancellation (e-mail, or certified letter).

No refund for early termination.

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Smalltown Computers Signature                      Date                      Customer Signature