DJ Technical Services

IT Support Contract terms.

Block Hours/Contract Support

DJ Tech offers support contracts that are designed and tailored to suit your specific needs. Support contracts save you time which also offers you savings over the standard installation, configuration and setup of client software 'pay as you go' services. Clients with contracts receive priority over clients with no established contracts. Contracts also allow for predictable management of IT support costs and ease in accounting. We can also be available on a predetermined schedule for preventative maintenance or to resolve banked issues.

This includes workstation problems regarding operating systems (Windows 95/98/ME/2000/XP/Vista) as well as Servers and Networks, software problems and installations, system break/fix and diagnosis (replacement of hardware) and proactive maintenance.

Contracts run on a 6 month basis offering you flexibility and response priority.

Rates & Values For Contract Customers.		
Hours Per Month	Rate Per Hour	Total Per Month
4	$120.00	$480.00
8	$115.00	$920.00
16	$100.00	$1,600.00
32	$80.00	$2,560.00
64	$70.00	$4,480.00

Coverage

Response Time	1 Hour to next business day
Hours of Coverage	8:30 – 17:30 Monday – Friday[1]
Areas Covered	Hardware[4] & Software, Hardware diagnostics and repair [3], Software diagnostics and resolutions, Virus scanning, removal and definition updates, System Optimization, Installation and configuration of new hardware and/or peripherals, Consultation and Project Management, OS install, configuration and updates, Asset Management of hardware and software, Installation, configuration and setup of client software, Technical training of hardware and software, Limited data recovery[2], Server diagnostics and repair[3.]

Please proceed with the purchase of Block Hours Support for my organization. We would like the following:

Hours: 4 8 16 32 64

Total cost is _____ hours x $_____ = _____

Authorized by: _____ of _____ _____

Pint Name Company Name Authorized Signature

[1] Holidays are excluded
[2] Limited data recovery may be possible depending on the condition of the drive(s). If the drive(s) are deemed to be unrecoverable by our technicians additional cost may be incurred through third party data recovery. This is in no means a guarantee that data can be recovered.
[3] Repair does not include any parts which may or may not be covered under manufacturer's warranty.
[4] Does not include the costs of any hardware.