



Dinosaurs?

Your computer systems may not be *that* old, but your technical staff may need help managing the rapid changes in technology... especially on the Apple Macintosh platform.

PROMac Computer's Technology Support Plan is designed to compliment your technical staff, bringing our broad Apple Macintosh expertise to your business.

- Basic Services cover everyday Help Desk support, break-fix services at your location, needs analysis and procedures documentation, as well as regular preventive maintenance.
- Premium Services provide the important parts of technology management... design of backup procedures, server setup and configuration, networking services, and disaster recovery planning.
- Emergency Services where and when you need them.

Our technical staff continually trains to keep updated on all Apple Macintosh products and peripherals. We also maintain current certifications for Macintosh hardware and OS-X software, including all server products. We even have access to third-party software publishers and their support staff. If we don't have the immediate answer to your question, we can usually get it in minutes.

So, add our staff to your staff with our Technology Support Plan!

Just ask our Service Manager for details.

PROMac Computers, Inc
4130 N.W. Expressway #106
Oklahoma City, OK 73116
405-841-2600 FAX: 405-841-2601

TECHNOLOGY SUPPORT PLAN

SCOPE OF SERVICES

BASIC SERVICES: (billed at the normal hourly rate)

- Telephone Help-Desk support 10:00 a.m. to 6:00 p.m. Monday through Friday
- Apple hardware or software support, including peripherals
- Break/Fix services for all Apple hardware, warranty and non-warranty
- Genuine Apple repair parts
- Operating Software (OS) deployment and updates
- Storage device and hard drive optimization and repair, including data backup
- Laser printer repair and cleaning (most major brands)
- Needs Analysis and existing equipment evaluation
- Integration of new system components
- Assistance with Asset Control
- Operational procedures documentation
- Preventive maintenance scheduling and performance

PREMIUM SERVICES: (billed at the normal hourly rate plus 50%)

- Risk Analysis
- Backup Planning, including procedures documentation
- Disaster Recovery planning and procedures
- Data Recovery from crashed workstation or server
- Server installation, setup, and configuration
- RAID installation, setup, and configuration
- Workstation configuration in a Server environment (Access and Permissions)
- Network hardware installation and configuration
- Network Troubleshooting
- Home Entertainment System installation and CPU integration

EMERGENCY SERVICES: (billed at double the normal hourly rate)

- Any service delivered after normal business hours, on weekends, or holidays

Other services within PROMac's capabilities and upon Client's request may also be provided.

An hourly rate is determined based upon the estimated monthly usage established by PROMac and the Client. Trip charges may apply. The Technology Support Plan guarantees our lowest hourly rate based upon the estimated monthly usage.

A retainer is billed monthly at the rate and usage established. Services are charged against this retainer as used. Services in excess of the retainer are billed to the Client. Undercharges are carried over to succeeding months.

A monthly report is provided indicating the actual dates and scope of services rendered. Detailed technician explanations may be provided upon request.

Technology Support Plan clients receive PRIORITY response.

PROMac Computers, Inc.
TECHNOLOGY SUPPORT PLAN

Client: _____

Service Provider:
PROMac Computers, Inc., Authorized Apple Service Provider
4130 N.W. Expressway #106
Oklahoma City, OK 73116
John McElhaney, Service Manager

Contact: _____

WHEREAS, the "Service Provider" will perform for the "Client" any of the services described below, and any other services, within the capabilities of the "Service Provider", that may be requested by the "Client".

BASIC SERVICES: (billed at the hourly rate specified below)

- Telephone Help-Desk support
- Apple hardware or software support
- Apple hardware (warranty and non-warranty) break/fix with genuine Apple repair parts
- Software updates including deployment
- Storage and hard drive optimization and repair
- Evaluation and Needs Analysis
- Procedures and Asset Control documentation
- Preventive maintenance
- Laser printer cleaning and repair (most major brands)

PREMIUM SERVICES: (billed at hourly rate for Basic Services + one-half)

- Risk analysis and backup planning with procedures documentation
- Disaster Recovery planning and procedures
- Data recovery from crashed workstation or server
- Server and/or RAID installation and configuration
- Network troubleshooting and/or configuration
- Home Entertainment System installation and CPU integration

EMERGENCY SERVICES: Any of the above-described services required to be delivered on weekends, holidays, or after normal business hours. (billed at double the hourly rate for Basic Services)

The billing rate for Basic Services shall be \$_____ per hour based upon an estimated monthly volume of _____ hours. Premium and Emergency services shall be billed at the multiples of this rate specified above. A "Trip" charge of \$_____ per onsite visit may also be applied. The "Client" will be billed monthly for a retainer against delivery of these services in the amount of \$_____ per month. Should actual billings be less than this retainer, the difference shall carry-over and accrue against future billings. Should the actual billings exceed the retainer, the excess will be invoiced to the client. All invoices shall be due and payable upon receipt.

The "Service Provider" shall deliver to the "Client", accompanying each month's billing, a report for the previous period showing the dates and scope of services rendered. Greater detail of the services rendered may be provided upon request. This Agreement may be reviewed quarterly upon request by either party to adjust the retainer as appropriate to reflect actual hours billed, or to amend the scope of services to be provided. All other provisions shall remain in effect.

The term of this agreement shall be one year from the date executed below, and shall be automatically renewed upon expiration with the same term and conditions, unless canceled by either party. Either party may cancel this agreement by delivering written notice to the other party within thirty (30) days of termination.

Signed this _____ day of _____, 20____.

Client: _____
By _____
(Printed Name)

Service Provider: PROMac Computers, Inc.
By _____

X _____

X _____

Provider Copy

PROMac Computers, Inc.
TECHNOLOGY SUPPORT PLAN

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