

# Brite Technologies LLC

## Monthly Support Agreement Services (effective 1/1/2018)

### **Email Service**

- Add or delete email accounts up to 3 users per request; over 3 is a flat rate per user charge of \$10.00
- Troubleshoot and resolve email server access issues
- Manage email user account password changes
- Configure email account on email client (outlook; windows live mail, etc)

### **Internet Service**

- Clear browser settings and manage user browser profile accounts
- Troubleshoot and resolve local non-ISP router/modem connectivity
- Troubleshoot and resolve browser plug-in errors
- Reinstall browser and/or plug-in software that contributed to browser related errors

### **Printer Support Service**

- Troubleshoot and resolve printing issues related to communications
- Install or reinstall printer software/drivers
- Clearing the print spooler folder and restarting the spooler services

### **Virus Removal Service**

- Run up to 5 scanner applications to detect and remove most common viruses, malware and adware (including Malwarbytes, Adware Cleaner, Junkware Removal Tool, Norton Security & Norton Power Eraser for detection of potential rootkits)
- Remove any PUP's from the system that might contribute to the infections of such attacks
- Install or reinstall anti-virus or internet security app that is supported by our service agreement

### **Windows & User Profile Service**

- Create, manage, troubleshoot & resolve user profile errors
- Check and adjust user boot profile for excessive apps loading with windows
- Troubleshoot and resolve windows operating system errors
- Troubleshoot and resolve component errors with printing or use of other external devices
- Windows reinstallations are performed at flat rate \$60.00 per computer, if resolutions to any of the above mentioned services are not successful

### **NOTES:**

1. **All services above included in monthly service charge of \$40.00 per computer for businesses; or \$40.00 for up to 3 computers for residential and home business based clients, except the additional service charges where stated.**
2. **Included in the monthly service fee: remote connection software, internet security software and general maintenance labor time upon request based on any of the services listed above.**
3. **All remote requests are performed and no additional charge; onsite requests are \$60.00 flat rate per computer serviced.**
4. **Any other services are subject to 25% off standard labor rates that are posted as of the date of services provided.**
5. **Project related requests will be quoted based on the project itself. A project is any services requested for non-covered equipment and/or outside of the services listed above. These include cable runs, telephone repair/installation, computer/server installation or removal, network configurations aside from standard router/internet troubleshooting.**