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## **SMALL BUSINESS/RESIDENTIAL COMPUTER SUPPORT AGREEMENT**

### **Section I**

#### **GENERAL SERVICE TERMS**

Brite Technologies LLC (We, Us, Our) will provide computer and networking support for the items outlined below to small business and residential clients (The Client(s)) that have accepted the terms of and paid the fees due for this computer support agreement. (We) reserve the right to decline or terminate this agreement with (The Client) for non-payment or client ineligibility due to status that does not meet the criteria of a small business or residential client profile. (We) also may modify, suspend, or terminate any portion of the services outlined in this agreement in writing with advance email and website posting notification to (The Client) for best business practices in conjunction with industry standards or rate changes posted by (Our) partner services obtained to support (The Client) within the terms of this agreement. (We) provide the services outlined below by request only from (The Client) by using the communications options provided in Section II of this agreement. In addition to providing the services at discount rates, (We) will also perform low-level monitoring of each computer of (The Client) that is covered under this agreement. Monitoring of the computer is done with automated notifications received from (Our) remote access software provider GoTo (Formerly LogMeIn) using the monitoring and alert system within their platform. Email notifications are sent to (Us) for certain alerts that are critical to (The Client's) computer performance. When these notifications are received, (We) will alert (The Client) via email; or provide support to resolve the critical error, if needed. Overall services performed by (Us) are including but not limited to the following:

#### **Email Support**

- Manage/configure email account details upon client request, if accessible
- Troubleshoot and/or resolve email server access issues (in house servers not included)
- Configure email account on email client applications (outlook; windows live mail, etc)

#### **Internet Connection/Browser & Software Application Support**

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

#### **Printer Support (Non-Hardware related)**

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

### **Scanning Support**

- Troubleshoot and/or resolve scanning issues related to communications errors
- Install or reinstall scanner device software/drivers, if necessary

### **Virus Removal Support**

- Run up to 3 scanner applications to detect and remove most common viruses, malware and adware (Adware Cleaner, Norton Security & Norton Power Eraser for detection of potential rootkits)
- Remove any potentially unwanted programs (PUPs) from the system that might contribute to the infections of such attacks
- Install or reinstall anti-virus or internet security application

### **Windows & User Profile Support**

- Create, manage, troubleshoot & resolve user profile errors related to MS Windows (10 & 11)
- Check and adjust user boot profile for excessive apps loading with MS Windows (10 & 11)
- Troubleshoot and resolve MS Windows (10 & 11) operating system errors
- Troubleshoot and resolve component errors with printing or use of other external devices
- MS Windows (10 & 11) reinstallations are performed, if attempted resolutions to any of the above-mentioned support services are not successful

### **Small Business/Residential Networking Support**

- Troubleshooting connectivity issues with networking equipment used in the home or small business (not including firewalls or enterprise type equipment)
- Troubleshoot/replace computer network equipment such as cables, network cards, network switches and retail based routers
- Troubleshoot/reconfigure network settings within the computer to restore connectivity to the internet or internal network devices and shared computers and/or printers

### **Password Reset Support**

- Assistance with resetting the password for the windows user profile using password reset utilities
- Assistance with the correct process to resetting an online account password with a provider or website that requires multiple levels of verification

### **Computer Optimization Support**

- Perform basic computer cleanup to optimize performance by removing unwanted programs (PUP's)
- Clearing internet browser cache
- Clearing temp folder content, where necessary

## **Section II**

### **BILLING & ADDITIONAL SERVICE DETAILS:**

#### **1. Monthly Billing**

- a. (The Client) agrees to pay a monthly subscription charge of \$40.00 per computer for businesses; or \$40.00 for up to 2 computers for residential clients within the same physical address. Each additional computer for residential clients will incur a \$40 per computer, per month charge. All overdue accounts that exceed 5 days past the due date are subject to a 20% late fee added to the invoice balance due and will be added to the following month's invoice due if not paid prior to the next billing period.
- b. The monthly price per computer is subject to change only at the beginning of a calendar year. If there is a rate adjustment provided, there shall not be an increase exceeding \$5.00 from the existing rate at the time the increase has been implemented, unless there are rate increases from the software vendors (We) use for supporting (The Client).
- c. Included in the monthly service fee: remote connection software (GoTo formerly LogMeIn), Norton 360 security software and general maintenance or computer support labor time upon client request based on any of the services listed above up to the service time minimums posted within this agreement.
- d. (The Client) agrees to provide automated payment method via credit card or ACH (e-check) for processing the monthly payments and/or services requested. If the payment method needs to be changed, (The Client) is responsible for notifying (Us) by phone at 877-577-2848 option 2; or using our payment method update link found on the billing page of our website. **However, if (The Client) uses an accounting department to send payments, we will honor that system to be used. (The Client) is responsible for ensuring that the payments are received by (Us) no later than the due date to avoid the overdue charge of 20% per invoice balance due.**

#### **2. Service Requests**

- a. (The Client) is responsible for contacting (Us) using our website links to schedule services requests; or contacting (Us) by phone at 877-577-2848, option 1; or send email to support@britetechnologies.com.
- b. All remote requests are performed at no additional charge for the first 30 minutes and \$120.00/hr with 15 minute increments thereafter; onsite requests are \$120.00/hr with a 30 minute minimum per visit. One quarterly onsite visit at no charge for the first 30 minutes, only if support is needed. After the courtesy discount has been used, the service rate will resume at \$120.00/hr with 15 minute increments for that visit.
- c. All billable service requests will be invoiced separately from the monthly invoices and will have a due date that is 15 days after the invoice date.

#### **3. Non-Contract Services**

- a. Any other services are subject to 25% off standard labor rates that are posted as of the date of services provided. This does not include project rates given per approved quotes or estimates.

#### **4. Projects**

- a. Client's 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 cable repair/installation, computer/server installation or removal, network configurations aside from standard router/internet troubleshooting.

#### **5. Data Backup Support**

- a. Clients are responsible for their own data and backups at all times. However, we do offer an online cloud-based backup support service thru our shared account at a rate of \$15.00/mo per computer with unlimited storage.

#### **6. 3rd Party Provider Support**

- a. There are instances where the client may have services with providers other than Brite Technologies LLC and need technical assistance to resolve any issues within the environment. We offer this support at a rate of \$80.00/hr with a 1-hour minimum upon client request.

#### **7. Hardware Support**

- a. Hardware items needed for restoring any equipment to full operations; or requests by the client for purchasing equipment will be billed according to the vendor price plus any taxes and shipping & handling fees associated with the delivery process.
- b. (Our) internal fees charged for equipment orders are as follows:
  - i. Administrative fee of \$40.00/hr with a 1-hour minimum
  - ii. Equipment handling fee of \$40.00 flat rate
  - iii. Credit card processing fee of 2.5%, if applicable to (The Client's) payment submitted