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SMALL BUSINESS/RESIDENTIAL COMPUTER SUPPORT AGREEMENT

Section I

Brite Technologies LLC will provide support for computers, home and small business networks, and printers to the client as outlined below:

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 software/drivers
- Clearing the print spooler folder and restarting the spooler services
- (NOTE) All hardware related printer repairs are billed at \$140.00/hr with a 30-minute minimum, plus parts needed

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 app that is supported by our service agreement (i.e-Norton 360); all others will be billed as T&M for support at the discounted rate per this agreement

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)

Brite Technologies LLC

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- 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 at flat rate \$105.00 per computer, if attempted resolutions to any of the above-mentioned support services are not successful

Section II

ADDITIONAL SERVICES & NOTES:

1. Monthly Billing

- a. All support services above are included in the monthly service charge of \$40.00 per computer for businesses; or \$40.00 for up to 2 computers for residential and home business based clients within the same physical address. Each additional computer for residential and small home based business clients will incur a \$40 per computer, per month charge.
- b. Included in the monthly service fee: remote connection software (LogMeIn), Norton 360 security software and general maintenance or computer cleanup labor time upon client request based on any of the services listed above.
- c. Monthly price per computer is subject to change only at the beginning of a calendar year. There shall not be any rate increase exceeding 5% from the existing rate at the time of the increase.

2. Service Requests

- a. All remote requests are performed at no additional charge for the first 30 minutes and \$105.00/hr with 15 minute increments thereafter; onsite requests are \$105.00/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, rate is \$105.00/hr with 15 minute increments for that visit.
- b. 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.

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 operations; or requests by the client for purchasing equipment will be billed according to the vendor price plus any shipping & handling fees associated with the delivery process.