

7734 Madison Blvd / Hwy 20, Huntsville, AL 35801

 256.772.1737 www.cinglenet.com

**BASIC SERVICE 1800-36 IT SERVICES CONTRACT (SUPPORT, MAINTENANCE, CONSULTING)**

**DEFINITIONS**

* “40 Hour Work Week” is defined as any time between the hours of 8 a.m. and 5 p.m. Monday, Tuesday, Wednesday, Thursday, or Friday.
* “Customer” is defined as the business, organization, corporation, individual, or other entity whose name is printed at the bottom of this contract under ‘Company Name’.

# CONTRACT STATEMENT OF WORK (SOW)

CingleNET will provide the following services:

* One IT service visit (remote or onsite) per day within a 40 Hour Work Week for Standard Checks to include:
* Check and installation (as needed) for all Windows Server and Practice Mgmt. Functions
* Check and installation (as needed) for all Anti-virus Functions
* Check and installation (as needed) of Data Backup Services (if applicable)
* Server/PC optimization and efficiency enhancement
* Consultation with company IT staff representative(s) on general network condition (i.e., reports of problems, issues with server(s), desktop(s), laptop(s), etc.)
* General consultation on new work planned, growth path for IT network, and network enhancement/optimization options and purchase and installation of H/W-S/W (priced separately)

# PERIOD OF PERFORMANCE AND PAYMENT SCHEDULE

The period of performance for this contract is 36 months from date of acceptance and authorizing signature below.

# CONTRACT COST

This contract is a set fee contract. CingleNET will provide the services listed above under “Contract SOW”, once per week, not to exceed 18 total service hours per month, for a set fee contract of **$1800.00/month**, for the 36-month duration of this contract, to be paid by the Customer in full, as defined below in Billing Terms and Conditions.

Additional services not included in the above Statement of Work requested and approved by the authorized company IT/other representative will be charged at CingleNET’s flat rate service fee of $95.00/hour.

# WORK WEEK

CingleNET assumes execution of the tasks of this contract within a 40 Hour Work Week as the basis for pricing of this contract. Services provided by CingleNET outside of the 40 Hour Work Week are charged at a flat rate of $105.00/hour.

# BILLING TERMS AND CONDITIONS

CingleNET will invoice at the end of each calendar month with full payment due within 30 days from the date on the invoice. A late fee of 1% of the outstanding overdue balance will be assessed for all late payments on invoices.

# SUMMARY

$1800.00 / month for 1 site visit / day, not exceeding 18 service hours per month

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Print Full Name [\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_] Mark A. Burcham

 President, CingleNET

Company Name [\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_]

Date [ / / ]

Desired Contract Start Date [\_**\_\_ / 01 / 20\_\_\_]**

Please Sign and Print, then fill out Company Name and your desired Contract Start Date and fax to **256.772.1776**. CingleNET appreciates your business.