



97 Hughes Road, Suite M, Madison, AL 35758  
256.772.1737 www.cinglenet.com

**BASIC SERVICE 300-36 IT SERVICES CONTRACT (SUPPORT, MAINTENANCE, CONSULTING)**

**CONTRACT STATEMENT OF WORK (SOW)**

CingleNET will provide the following services to your business.

- One IT service visit (remote or onsite) per week for "Standard Checks" to include:
  - Check and installation (as needed) for all Windows Server and Practice Mgmt Updates
  - Check and installation (as needed) for all Anti-virus Updates
  - Check and resolution (as needed) of Data Backup Strategy (if applicable)
  - Server/PC optimization and efficiency enhancement via Spy-Ware and Ad-Aware Removal Tools
- 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 (POP) for this contract is 36 months from date of acceptance and authorizing signature below.

**CONTRACT COST**

This contract is a "set fee" contract to provide the services listed above under "Contract SOW" one time per week not to exceed 3.5 total service hours per month, thus providing a set fee contract of **\$300.00/month** for the 36-month duration of this contract.

Additional services requested and approved by the authorized company IT/other representative above the SOW scope of this contract will be charged at CingleNET's flat rate service fee of \$86.00/hour.

**WORK WEEK**

CingleNET assumes execution of the tasks of this contract within a standard 40 hour work week, 8 a.m. – 5 p.m., Monday through Friday, as the basis for pricing of this contract. After 5pm and weekend work is charged at the 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**

CingleNET appreciates your support and looks forward to our long-term, win-win business relationship!

Print [ \_\_\_\_\_ ]  
Company [ \_\_\_\_\_ ]  
Contract Start Date:   /01/20  

Mark A. Burcham  
President  
CingleNET

Please Sign, Print, Place Company Name in box and desired contract start date and fax to **256.772.1776** and a CingleNET representative will contact you within 24 hours. THANK YOU FOR YOUR BUSINESS!