



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

DEDICATED SERVICE 5000-36 IT SERVICES CONTRACT (SUPPORT/MAINTENANCE, CONSULTING)

CONTRACT STATEMENT OF WORK (SOW)

CingleNET will provide the following services to your business.

- FULL-TIME IT Consultant, co-located at client facility for full-time dedicated support to include:
 - Dedicated Support for Windows Server Critical Updates
 - Dedicated Support for all Anti-virus Updates
 - Dedicated Support of Data Backup Strategy (if applicable)
 - Dedicated Support for Server/PC optimization and efficiency enhancement via Spy-Ware and Ad-Aware Removal Tools; Exchange Server, Active Directory, and WAN Support
- 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" full-time, based on 2080 hours per year, thus providing a set fee contract of **\$5000.00/month** for the 36-month duration of this contract. The client is not responsible for dental, medical, or any other benefits.

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!

Mark A. Burcham
President
CingleNET

Print [_____]
Company [_____]
Contract Start Date: ___/01/20__

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!