# COMPUTER SERVICE CONTRACT

**[Name of Service Provider],** Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_, Fax Number: \_\_\_\_\_\_\_\_\_\_\_\_\_, and located at the following business address: **[Business Address],** agrees to provide the Client with computer service and maintenance according to the terms of the contract below.

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| --- | --- |
| **Client Name:** | **Phone Number:** |
| **Fax Number:** | **Street Address:** |
| **City:** | **State:** |
| **Zip Code:** | **Email** |
| **Client Contact:** | **Phone Number:** |

## Maintenance and Service:

The Service Provider agrees to provide service and maintenance to Client computers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ times per Month/Year, beginning on the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Year and ending on the \_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Year.

This contract covers the following computers:

|  |  |  |
| --- | --- | --- |
|  | **located at** |  |
|  | **located at** |  |
|  | **located at** |  |
|  | **located at** |  |

The Maintenance and Service will include the following:

1. Run a diagnostic check for viruses, spyware and other malicious programs.
2. Repair any missing or broken components with manufacturer approved replacement parts.
3. Install updates to computer programs already installed on the computers.
4. Install new computer programs as instructed by the Client in writing.
5. Map connections from the computer to wireless devices, such as printers.
6. Create backup disks of every computer on the service list and give these disks to the Client on each scheduled service date.

Routine service and maintenance are scheduled for First Friday of every month.

## Emergency Repairs:

The Service Provider agrees to respond to the Client within \_\_\_\_\_\_\_\_\_\_\_\_ hours/days for service calls that fall outside of the terms of this agreement. The Client agrees to pay a service charge of $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ per emergency repair trip during normal business hours, plus the cost of any equipment/software needed to make the needed repairs. For calls that are not during normal business hours, the Client agrees to pay $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in addition to the regular fee for emergency repairs.

## Rate:

The Client agrees to pay the Service Provider $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ per month/year for the routine service and maintenance of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ computers. The Client may add additional computers to the Service Contract at the rate of $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ per computer.

## Terms:

The Client agrees to pay any additional fees associated with the repairs such as computer parts and components not covered under the manufacturer’s warranty.

The Client agrees to provide the Service Provider with access to the premises on the days and times specified in the service contract. The Client agrees to provide the Service Provider with a request to reschedule within \_\_\_\_\_\_\_ hours/days of a scheduled service call. If the Client fails to reschedule in a timely manner, the Service Provider shall be entitled to the fee for the missed service call. The Client agrees to provide Service Provider with any passwords needed to perform the services listed in this agreement. The Service Provider shall not be held liable for damages or loss of data due to the actions of the Client or a Client Representative that is beyond the Service Provider’s control. The Service Provider shall not be held liable for damages caused by viruses on computers before the start date of this contract. The Service Provider acknowledges that he or she has the certifications, experience, and licenses required to fulfill the terms of this contract. By signing below, the parties agree to the terms of this contract.

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| --- | --- | --- |
| **Printed Name, Client** | **Signature, Client / Client Representative** | **Date** |
| **Printed Name, Service Provider** | **Signature, Service Provider** | **Date** |