



## The Computer Doctors

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### **MAINTENANCE AND BACKUP AGREEMENT (MBA):**

This is a binding, plain-English agreement between Computer Discount Center Inc. D/B/A The Computer Doctors and the following customer:

\_\_\_\_\_.

The Computer Doctors offers comprehensive support agreements to help your growing business manage the complex world of IT (Information Technology). We make the complex SIMPLE! This document is a plain-English contract that outlines the features of our comprehensive Maintenance and Backup Agreement (MBA) plan.

## HOW THE MBA PLAN WORKS:

The Maintenance and Backup Agreement (MBA) is a very simple plan. By signing this MBA agreement, you, the customer, are agreeing to let us maintain your computers and provide a backup of your data.

“Maintaining your computers” means that we will provide periodic maintenance of your computers. This includes cleaning and vacuuming the system, checking internal connections, and also performing system tune-ups of the operating system, virus checking, optimization, and cleanup. This will help to keep your computer in good functioning condition.

This does not mean “computer repair”. If your computer is broken or some program is not working properly, we get to charge you to fix it, but we will give you a 10% discount on the labor hours it takes to repair your issue. Sorry, but no promise of priority service is given. If you need priority service, help after-hours, etc., you shouldn’t sign this. You should get our Service Level Agreement (SLA) plan instead.

We will perform the periodic maintenance of your computers in your plan according to the following schedule:

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“Providing a backup” means that we will also include a nightly internet cloud-based backup of your data with retainage for up to 200 GB in your contract price. There is an additional one-time set up fee of \$\_\_\_\_\_ to perform the first complete backup of all your data, but all subsequent nightly incremental backups are included in your contract price and there is a small annual fee of \$\_\_\_\_\_ for the software license. If you exceed 200 GB of storage, you pay \_\_\_\_\_ for each extra GB. (Sorry, you don’t get a monthly discount if you don’t need this backup----after all, it is valued at what you paid for it--nada! But if you don’t need it because you already have

another backup solution in place that works you don't have to pay the set up fee or the annual software license fee.) Also, while the basic backup is free, restore isn't. We get to charge you a fair repair rate for the labor to handle restores plus any data center egress fees/drive shipping fees that may apply.

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Your agreement also provides a 10% labor (not parts) discount to the employees of your organization if they need any in-shop labor for any of the devices we can service, including computers, smartphones, and Apple products.

When you want to renew your agreement at the end of the 12 month period, simply do nothing! It will automatically be renewed for another year! After the first 12 months, if you want to cancel, simply notify us 45 days in advance.

If we have to travel more than 25 miles to maintain a computer of yours or work on its backup settings, we get to charge you for the travel expenses according to the following:

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# CONTRACT PRICING

Our maintenance agreements are designed to be affordable, and help you manage your IT maintenance budget with predictability. The more computers you allow us to maintain, the cheaper they become for each one (and you get up to 200 GB of backup storage that they share!) We do the maintenance and the billing quarterly (every 3 months).

Number of Computers	Total \$ Per Quarter
2	\$65
4	\$85
For each computer after 4	\$22 each

## SOME LIMITATIONS

We are an honest, down-to-earth company that likes for our customers to know all the facts. Because we are straight-forward with our customers, our customers love us and continue to retain us as their sole IT support. So we have just a couple of other things to tell you about our MBA.

We will provide an inspection of your equipment each time we perform a periodic maintenance, and advise you where we believe any deficiencies exist. You should follow our recommendations.

Also, we don't have to fix anything that breaks for free. Even if we are the ones who discovered it was broken while we were doing the maintenance and, yes, even if it's the same equipment we are supposed to maintain. Sorry. Periodic maintenance is not the same thing as repair. Maintenance helps to keep working stuff working, such as changing the oil in your car. Repairs mean fixing broken stuff. If your transmission won't go into gear, well, the quick lube place isn't gonna fix it. If you want broken stuff fixed, well, you gotta pay extra for

that, or alternatively you should consider our Service Level Agreement (SLA) instead of the Maintenance and Backup (MBA) Agreement. (But we'll still give you a discount on the repair labor so it's still worth it!)

Also, we require you to commit for a minimum of 12 months. With few exceptions, you can't just cancel the agreement before the 12 months is up without incurring a penalty equal to the cost of one quarter. After the first 12 months, you can cancel anytime with 45 days notice.

We follow best practices and we will monitor the free backups to make sure that they are working properly to the best of our ability, but, **WE ARE NOT LIABLE FOR YOUR DATA.** In the highly unlikely circumstance you lose some data that we cannot recover, we simply can't be held liable. The backup is very reliable, free, and automatic but not foolproof. If you add some other program to the computer that is not already backed up, you have to tell us so that we can change the backup settings. Unfortunately, stuff happens sometimes..such as folks forgetting to leave their computer on at night to permit the backup to run. So, sorry, you can't sue us if your backup fails or we can't restore something.

We bill for our maintenance services at the first day of the month of each quarter in advance. All bills are due by the 15<sup>th</sup> of that month.

### **THAT'S HOW SIMPLE IT IS!**

We hope that this plain English contract will help you in making your decision to adopt The Computer Doctors as your dedicated IT support company. We would love to add you to our growing family of pleased customers, and give you peace of mind with your computer network, and peace of mind with budgeting for your IT costs for the year. If you like everything you see, you can sign it below and you are immediately covered.

If we can answer any questions, please feel free to call at (904) 823-9669, or email us as [sales@cdc123.com](mailto:sales@cdc123.com). You may also visit our website at [www.cdc123.com](http://www.cdc123.com).



The Computer Doctors: **Making the Complex SIMPLE!**

**CUSTOMER SIGNATURE (NOTE: This is a binding contract!)**

**Date**

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