

# PCG SERVICE CONTRACT

Portsmouth Computer Group, Inc. (PCG) will provide the following computer-related services to (CUSTOMER):

## Network/Desktop Service/Support

- Microsoft 2000 Server Hardware & Network Operating System Support
- Desktop/PC Support
- Operating System Troubleshooting
- Hardware/Software problems
- Printing and peripheral problems
- Modem/Communications
- Network troubleshooting
- Backbone/Wiring/Connectivity troubleshooting
- DSL, Cable Modem T1/Internet Support, Work with Vendor to resolve any connectivity issues
- Disaster Recovery Support, Tape Backup/Restoration

## Desktop Training/Support

- MS Office Applications
- Internet/Antivirus/SPAM
- MS Exchange/Outlook (email)
- VPN Support
- Technology Planning
- Backup Software/Veritas
- 3<sup>rd</sup> Party Applications liaison and support Assist with such other Off The Shelf Applications as Customer may require from time to time
- Provide individual and User Group Application and Operating System training
- Customer's technical liaison to providers of their proprietary industry-specific software

PCG is aware that Customer's key Applications may also include other programs they are not familiar with but does not wish at this time to specifically exclude any of those Applications from this Contract, although the nature of PCG's support of some applications will necessarily be limited to liaison between (CUSTOMER) and the software publisher or vendor.

PCG will provide the following levels of support:

- Helpdesk via phone or email
- Service Calls either on-site or in-house by PCG Representative
- Pre-Scheduled Technical Services On-Site

(CUSTOMER) will communicate with PCG primarily through:

**Primary POC:** (Service Coordinator)

**Secondary POC:** (Service Manager)

**Primary Technical Engineer:** (Senior Engineer)

**Secondary Technical Engineer:** (Senior Engineer)

PCG will communicate with (CUSTOMERS) Primary Point of Contact "POC", and secondarily through (CUSTOMERS) 2<sup>ND</sup> CONTACT) using email primarily and telephone second. (CUSTOMER) POC will make every effort to stay coordinated internally so PCG is not serving too many contacts at (CUSTOMERS OFFICE)

Customer will send new incidents to PCG citing PC inventory number whenever applicable, and per PCG's request, will furnish the following additional information

- Urgency of each incident
- Date and times of each incident
- Ongoing incidents without resolution that might require alternative options for resolution

PCG will respond within the following time frames:

- Helpdesk (4+ hours)
- Service Call
  - Emergency (defined as server and other such infrastructure breakdowns, but also including Customer's Mission Critical declarations) – not more than 8 hours
  - Standard – not more than 2 business days
  - Pre-Scheduled – however PCG requires 2 days notice to cancel an already-pre-scheduled visit, and 2 days to add one. Otherwise a minimum of 2 hours will be billed and deducted from service contract hours

PCG will enter a work order for each incident, including each discrete problem addressed by the Pre-Scheduled Tech-On-Site, and will:

- Incorporate Customer's PC stock number, when provided
- Track each incident on their ACCESS Service Database, recording:

- Description, including applicable PC stock number
- Status – Pending, Active, Completed
- Assigned personnel
- Times and dates
- Final resolution
- If resolution is not complete, alternative options for resolution
- Customer will have access to all information in the Database as follows:
  - Initially, printed out Work Orders and Reports upon request
  - Web enabled reports (including the following queries)
    - Monthly reports (all types)
    - Open Work Order Reports
    - Close Work Order Reports
    - Telephone (PCG staff to read to caller), during business hours

**PCG will bill as follows:**

- PCG will pre-bill for 20 hours of service
- Net 10 day terms from receipt of invoice
- Quarter-hour minimum timekeeping
- Telephone support and Helpdesk will be billed in 15 minute increments
- \$95.00 for Basic Networking (most services for your company)
- \$125.00 for Advanced Networking (Exchange, Data Recovery, Cisco)
- \$150.00 for Customer-requested After Hours and Weekend time
- Travel time is waived for your account

**This Contract:**

- Will commence upon approval/signature by both parties
- May be terminated by either party, with 30-day notice in writing

**Portsmouth Computer Group, Inc.**

By: \_\_\_\_\_ (signature)

Printed name:

Date:

**(CUSTOMER):**

By: \_\_\_\_\_ (signature)

Printed name:

Date: