

Connecting Point

COMPUTER CENTER

1306 East Empire Street
 Bloomington, IL 61701
 Phone: 309-663-5200
 Fax: 309-662-7189

Connecting Point Computers Center will provide support services for hardware and software modifications and general network management. Other services included are configuration changes, version upgrades of network software components, user setup and maintenance, evaluation of system level and network performance, loading software and training on the operating system. This contract cannot be applied towards the purchase of parts, software upgrade, hardware or equipment.

Time will be tracked and deducted from this contract for phone support, problem isolation, diagnosis, and on-site support. If working on a network server, time will be deducted at a rate of 1 1/4x the normal rate. A contract status report dealing with the amount of time used, time remaining and the dates on which support was rendered will be available upon request.

For emergency calls, best efforts will be made to respond by phone to determine the nature of the problem within 4 hours of the call for service. Once the problem is determined, Connecting Point Computer Center will make best efforts to provide a technician on-site within 12 business hours. Time used will be recorded and deducted from the contract on a door-to-door basis.

Connecting Point Computer Center will use the following price structure: (Please select one Time Pack)

Total Hours of Support	Contract Amount
<input type="checkbox"/> 10 Hours	\$950
<input type="checkbox"/> 20 Hours	\$1,900
<input type="checkbox"/> 30 Hours	\$2,820
<input type="checkbox"/> 40 Hours	\$3,760
<input type="checkbox"/> 50 Hours	\$4,650
<input type="checkbox"/> 60 Hours	\$5,580
<input type="checkbox"/> 75 Hours	\$6,900
<input type="checkbox"/> 100 Hours	\$9,000

Client Name	Contact Name
Street Address	Signature
City, State, Zip	Phone Number
Primary Technician	Secondary Technician
CP Sales Rep	CP Service Approval Signature

This contract will not be valid without an authorized Approval Signature from Connecting Point Computer Center. Please fax this contract back to the store for processing. Although prices are fixed after an approved signature has been made, prior to this signature, prices are subject to change. Connecting Point Computer Center will not be held responsible for any damages, incidental or consequential resulting from data loss or network downtime. Customer acknowledges that Connecting Point Computer Center does not guarantee that it will detect or foresee all future computer software or hardware conflicts or other problems that the customer may experience.