

Monthly Retainer Package

Price: \$100 per month

|| OBJECTIVE

Restart IT strives to provide quality technology services that simplifies individual lives and business operations.

|| FEATURES INCLUDED

- **3 Hours of On-Site Service per Month.** Generally, Restart IT charges \$50 per hour for on-site service. Hours do not roll over.
- **Discounted Hourly Rate.** After the 3 hours included in the retainer have been used, a discounted hourly rate would be offered at \$40 per hour (generally \$50 per hour).
- **Free Project Proposals.** A project is considered 5+ hours of labor. Since hours fluctuate when doing projects, a total price is given for the completion of a project to guarantee one price.
- **Priority Calls.** Anybody on retainer has priority call from all other clients. That means anybody without a retainer may get bumped to accommodate to the retainer client. Retainer clients are scheduled in the order in which they call.
- **Limited Retainer Clients.** There is a maximum of 10 individuals / businesses on retainer. This limit is to guarantee priority support and quality service.
- **Phone Support.** Phone support is limited, but offered for basic troubleshooting steps. Phone support is not counted as a service call, but it has an approx. 10-minute limit before requiring an on-site visit.

|| AGREEMENT

The client agrees to a 3-month minimum agreement with Restart IT. This can be paid as a recurring monthly payment, or as a one-time payment.

|| BILLING

An invoice is sent each month. Monthly payments are due on the 1st or the 15th of each month (depending on the client's preference). **Checks** can be made out to "Restart IT". **Debit/Credit** payments can be made **online** at www.restartit.net

|| UNDERSTANDING

Each on-site visit is counted as a 1 hour minimum. A 10-minute grace period is given after on-site before another hour is counted (i.e. 1 hour and 9 minutes on-site will still be counted as 1 hour used. 1 hour and 11 minutes used on-site will be counted as 2 hours). Hours do not roll over to future months. Therefore, if hours are not used they expire, then hours are renewed the next month.

Legal: Restart IT reserves the right to withdraw from service at any time for any cause without stating reason. Restart IT and its employees will not be held responsible for damaged property. Restart IT and its employees are not held responsible for technology hardware or software that breaks or malfunctions unrelated to their area of service.

Client Signature _____ Date _____

Restart IT Signature _____ Date _____