



1201 IT Support description and caveats:

1. Initial consultation and site review

Before providing monthly service, we will perform an initial review of your current systems and make recommendations to reach a baseline level of security compliance, malware risk aversion, and equipment failure protection. Some of our requirements for compliance include:

- Workstation PCs must be running an operating system version of Windows 7 service pack 1 or later.
- Macintosh computers / laptops must be running OS X Mavericks (v10.10.x) or later
- Computers must have at least 4th generation Intel or AM3+ (AMD) level processors, dual core or better
- Network device router firmware must be fully upgraded, device must be newer than 2010
- Any conventional hard drives – both external storage and built-in drives – must be newer than three-years old.

After we have identified potential weaknesses in your current configuration we will provide you with a cost estimate to reach that baseline level. Once these requirements are met the monthly fee is the only expense you'll pay for full IT support.

2. Antivirus, cloud backup, and around-the-clock monitoring

This is a software package that we will install on your workstations, laptops and servers. It is compatible with Windows, Apple OSX, and select Linux operating systems. This package includes:

- Eset NOD32 Antivirus – Provides seamless, zero-day protection from viruses, malware, and internet redirects. Eset is a cybersecurity industry leader and provides the most effective and least CPU-intensive scanner available.
- Backblaze Cloud Backup – Provides hassle-free, continuous backup of your files and folders. Features easy crash recovery and military grade encryption.
- NinjaRMM – Provides hardware, patch, and event monitoring. When a physical component of any of your systems starts to behave abnormally or there is any indication of software issues, it is automatically documented and we are notified immediately so that we can reach out and resolve the issue before it impacts your business.
 - Components monitored include but are not limited to hard drive health, key windows services status, backup status, and antivirus real-time protection, detection, and update status.
- We take the output from these processes and will generate and send you a monthly report on the status of your systems, actions taken, updates completed, and other information that may be important for you to know.

3. Remote support

As part of the package, you will have access to our IT helpdesk. For issues with Windows and Apple laptops and desktops we can provide “remote desktop” service - meaning that, with your permission and a functional internet connection, we can take control of your computer and resolve the issue. These include but are not limited to:

- Software troubleshooting
- Printer problems
- Email issues
- Network troubleshooting
- Business related device and app issues



Although we do support handheld and tablet devices for business use, any personal issues like app installation problems, storage issues, phone service, etc. are not covered. We will do everything within our power to resolve issues remotely, but not all issues can be resolved this way.

Remote / phone support during business hours (9am-5pm) is included with your base monthly charges, up to the limits described therein (up to three hours included per month as part of our basic package). Outside of those limits, remote/phone support is billed at \$85/hr with a half hour minimum. Remote service outside of business hours is billed at \$135/hr.

4. On-site support

On-site support is provided when we deem that we are unable to correct an issue via remote or phone support. For non-critical situations we will schedule a time within 48 hours to arrive on-site and address the issue. For critical issues, we will endeavor to arrive within 24 hours. We will work diligently and thoroughly to address the issue in a timely manner.

Outside of any visits provided in your plan (up to two visits included per month as part of our basic package), on-site visits are billed at \$125/hr during business hours with a 1-hour minimum charge and \$175/hr outside of business hours.

5. Moved, added, changed

Once we have completed the initial compliance review and your current configuration meets our requirements, you will not be billed for software or configuration issues related to that equipment while it has retained the same configuration. If any failed devices are covered by preexisting manufacturers' warranties, we will help facilitate the RMA process to avoid having to purchase a new replacement. However, you will be charged an hourly labor / equipment fee if any of the following apply:

- A hardware failure occurred outside of warranty or a device was physically damaged
- We are adding a new device into your environment (new PC, new laptop, new file server, etc.)
- We are moving equipment from one location to another (changing offices, etc.)
- We are making a distinct change to the nature of your configuration (moving you from one email provider to another, migrating your data to a new type of database or cloud service, etc.)
- The existing equipment was physically damaged, altered, or lost, or if the configuration we applied was damaged or modified without our consultation

We will generate a quote based on our best estimates to address the above situations and provide it to you before providing services that fall within this provision, and will hold off on work until receiving your approval for said quote. We are big believers that none of our clients should ever be surprised by the bills they receive from us.

6. Liability

Computers and networks are complicated machines and as with anything complicated, things can always go wrong. No matter how much care our technicians take when they are fixing and securing your devices and networks, there is always a chance that something unexpected can happen resulting in the loss of data or damage to the hardware.

- 1201 IT Solutions will perform the computer repair services with due care and skill, but 1201 IT Solutions will not be held legally liable for any loss or damage to your systems including hardware, software, and stored data.
- Work performed on my systems by 1201 IT Solutions may void manufacturer's warranty if disassembly is required to address an issue.



- 1201 IT Solutions will not be held legally or financially liable for any real or perceived loss of profit, opportunity, or reputation due to technology related complications, regardless of the source or nature of said complications.
- Services provided by third parties that you / your company and/or 1201 IT Solutions may engage with are governed by their own service agreements and contracts, and 1201 IT Solutions will not be held liable for their providing of said services or meeting of said service agreements. Our ability to interface with third parties on your behalf may be limited by their policies and procedures outside of our control.

7. Confidentiality

Both parties agree to hold confidential all information obtained throughout this agreement not readily known or ascertainable by third parties with the exception of court process, or required for ethical disclosure to law enforcement authorities.

1201 IT Solutions will not save or share your data after service has been completed. All data stored on defective or failed storage devices will be returned to you or destroyed at your request.

Client data stored on our servers will be destroyed after termination of contract unless you explicitly request and receive written confirmation that we keep it longer.

8. Contract termination

1201 IT Solutions reserves the right to modify the contents of this contract before the renewal of such. If our contract is terminated, 1201 agrees to turn over any documentation regarding your systems and infrastructure, and agrees to remove any and all 1201 installed agents, software, and utilities from any device. Early termination of this contract by the customer will result in a 3-month payment penalty. 1201 IT Solutions reserves the right to cancel this contract with two-weeks notice for any reason. After the initial duration of the contract has completed, the contract will automatically renew on a monthly basis until either party decides to terminate it.

9. Welcome aboard!

You're in good hands with 1201. With over 25 years combined experience in the industry we are excited to be your go-to team for all of your IT needs. Please email us with any questions!