



ZapAdvantage® Program

1. On Site / Off Site Service: ZapLogics will service the client's computers covered under this agreement at the customer's practice, or pickup computers, make repairs at ZapLogics' office and return and setup computers.
2. Priority Call Scheduling: Client will have priority scheduling over ZapLogics' customers who are not covered by a ZapAdvantage Annual Computer Service Agreement. ZapAdvantage Annual Computer Service Agreement clients with emergency calls will receive priority service.
3. Seven (7) Hour Response Time: ZapLogics will respond within seven (7) hours of a service call request. ZapLogics normal service hours are from 9am to 5pm - Monday through Friday.
4. Pro-active Network Component Service: ZapLogics will create & maintain current records & inventory of clients network configurations as well as the unique configurations of the server and workstations on the network. These records will assist technicians in evaluating the cause of network problems and expedite solutions to resolve them.
5. Modifications to Hardware & Software: ZapLogics will add and remove hardware and/or software purchased by the client, at the client's request. ZapLogics' requests that the client consult with ZapLogics prior to purchasing any hardware and/or software to ensure compatibility with original hardware, as well as the current network configuration. Hardware and/or software modifications will be included within the monthly service. In the event that required work exceeds the allocated number of hours per month specified within this service agreement, all additional service will be billed at \$69.00 per hour*.
6. Scheduling Procedure: ZapLogics' requests that non-emergency service requests be scheduled no later than 10:00 am the day of the request. If service requests are made later than 10:00 am, ZapLogics cannot guarantee a service technician will be available for that business day.
7. Guarantee: ZapLogics enters into this ZapAdvantage Annual Computer Service Agreement with the client in good faith and will make every effort to keep the client informed and ensure communication is open in regards to all matters covered under this Agreement. In the event the client decides to terminate this agreement for any reason, 90 days prior written notice is required.
8. Service Contract Fees: ZapLogics will provide client three (3) hours per month for all services outlined for a quarterly fee of \$441.00. If Service Requests by the client cannot be accomplished within the three (3) hour block, then all time beyond the three (3) hours will be billable at \$69.00 per hour*. ZapLogics will provide our client with an estimate of time to complete additional work above the allocated three (3) hours prior to work being performed upon request. Hours will be carried over into the next month but must be utilized prior to the client's one (1) year anniversary or they will be dissolved.
9. Payment Terms: ZapLogics requires payment for this Service Agreement by the 25th of the month prior to the beginning of the new quarter. The first quarterly payment will be due and payable upon the acceptance of this service agreement.



ADVANTAGE

Information Technology Service Agreement

Annual Computer Service Agreement Summary of Services

Monthly Service Agreement Provides 3 hours per month to service & maintain the client's computers.
 Weekly scheduled time to service & maintain network.
 Seven (7) hour priority scheduling for emergency services.
 Pro-Active Network Component Services – Network mapping & records.
 Modifications to Hardware and/or Software (Labor only).
 Summary of Investment
 Quarterly Payment \$441. per quarter
 Total Annual Investment
 Annual Computer Service Agreement..... \$1,764. per year

NOTES: Payment is due on the 25th of the month prior to the beginning of the next quarter.
 *Labor prices outside realm of this agreement subject to change at anytime without prior notice.

Client agrees to the terms & conditions as outlined within this Agreement:

Accepted By:

Client's Name _____

Address _____

City, State & Zip Code _____

Client Signature Date _____

_____ Title

_____ Print Name

Received By:

ZapLogics, Inc.

ZapLogics Signature Date _____

_____ Title

_____ Print Name

Prices subject to change at anytime without notice.