

1st January 2009



COMPANY NAME
IT Callout and Support Contract
Version 1.0

COMPANY NAME – Callout and Support Contract

1. Tech Support Group will provide the services set out in **Appendix 1**.
2. Tech Support Group will charge £250+VAT monthly for these services.
3. In the event that a new IT Project* is undertaken and prior agreement is reached between COMPANY NAME and Tech Support Group the rate set in **Appendix 2** shall apply.
4. Tech Support Group acknowledges that, by undertaking its obligations under this agreement, it will have access to confidential information of a commercially sensitive nature contained in computer files kept by COMPANY NAME. Tech Support Group undertakes:
 - a) Not to divulge the existence, nature or contents of these files to any person unless authorised by COMPANY NAME in writing to do so.
 - b) To keep secure all documentation setting out operator passwords and other sensitive material concerning the operation of COMPANY NAMES' systems and facilities.
 - c) Not to discuss the business* or systems of COMPANY NAME with any person other than an authorised employee of COMPANY NAME or an authorised representative of COMPANY NAME.
 - d) To respect the undertakings set out in a) ,b) & c) above for a period of 24 months following the expiry of this agreement.
5. This contract agreement will be subject to one month's notice of termination by COMPANY NAME or Tech Support Group.
6. The anticipated term of this contract is from 1st April 2008 to 1st April 2009.
7. COMPANY NAME reserves the right to cancel this contract at any time if Tech Support Group fails to perform in accordance with their commitments in the contract or in accordance with reasonable industry expectations of best practice.

Appendix 1:

Tech Support Group undertakes:

- a) To provide a technical support service for COMPANY NAMEs IT systems by telephone and by remote control, by qualified staff, on an as and when needed basis between normal working hours of Mon-Fri 0800–1800hrs. This advisory and technical support service will cover all software and hardware issues on existing systems.
- b) To provide a guaranteed next business day onsite response to COMPANY NAMEs' premises. These callouts will be used to solve business critical problems as defined by a designated contact at COMPANY NAME. Callouts will be used for problems that cannot be fixed remotely or if a request is made for Tech Support Group to attend COMPANY NAMEs office. In most cases we will be able to get to COMPANY NAMEs Premises within four hours of the request for help.

Documentation:

Tech Support Group will document any changes or additions to existing IT infrastructure. Copies will be forwarded to COMPANY NAMEs authorised office.

Exceptions:

No hardware replacement is included in this quotation.

Payment:

Costs will be invoiced on a monthly basis at the end of each month. All costs are excluding VAT. Travel expenses will be charged at cost for any work carried out away from the authorised office of COMPANY NAME.

Assumptions:

The normal place of work will be at the Tech Support Group limited offices at Group Services House, 47 Copley Park, London, SW16 3DB .

The authorised office of COMPANY NAME is located at ADDRESS.

Definitions:

- (i) "COMPANY NAME" refers to COMPANY NAME Ltd/Plc.
- (ii) "Tech Support Group" refers to Tech Support Group ltd.
- (iii) "new It Project" refers to the installation and configuration of any new hardware or software or major reconfiguration of existing systems e.g. an office move.

Appendix 2 - Schedule of Rates - 2008

Rates:

£62.50 per hour

NB: A minimum of 2 hours per day will be charged at the relevant hourly rate.

Agreed on behalf of Tech Support Group Limited

Name:

Position:

Signed:

Date:

Agreed on behalf of COMPANY NAME

Name:

Position:

Signed:

Date: