



Annual Remote HelpDesk includes:

*UNLIMITED REMOTE SUPPORT during standard business hours (8am-5pm) Monday thru Friday EST

All Above Offered to Residential/Consumer and Micro-Businesses (less than 10 end-users)

- 2 computers (desktop and/or laptop) and 2 mobile devices (iOS and/or Android) per end-user
- 10 or more end-users requires a Cloud Services Agreement**

Contact Methods:

- (941) 870-3235 x800
- support@resolute-it.com

Prepaid Pricing (VISA, MasterCard, AMEX, Discover, PayPal):

- Annual Fee: \$250 per user (setup included)
- Off-hours Remote Rates: \$25 per quarter hour
- On-site Rates: \$100 per hour with one-hour minimum

Typical remediation during the course of a support call:

- Remote Control established to determine exact problem
- Virus scan
- Password reset
- Application reset
- Data recovery

*Excludes – Beyond the Scope of this Contract:

- Projects, such as:
 - Equipment moves, adds, and changes
 - Major operating system or software upgrades
 - Office 365 account creations and configurations
 - Data migration to Exchange Online, OneDrive for Business or SharePoint
 - Server or firewall configuration
- On-site Visits
- Any computers not covered under this or another agreement with Resolute IT



****10 or more end-users requires Company to transition to a Cloud Services Agreement**

- Minimum \$130 per month per user for Workstation-as-a-Service (WaaS)
- Company brings their own license (BYOL) to the WaaS
 - Office 365
 - Line of Business (LOB) applications
 - VoIP telephone system (optional)

This contract may be terminated by either party with 30 days' notice. Balance of prepaid months to be refunded on a prorated basis.

Number of Users to be Covered Under This Agreement: _____ x \$250 = \$_____.00

User Names or Titles:

The undersigned agree to the terms above:

Name (printed): _____

Client Signature: _____ Date: _____

Name (printed): _____

Client Signature: _____ Date: _____

Annual Prepaid Service Dates from: _____ to _____

Offered by:
 Scott Abbotts dba Resolute IT