

Simple Concepts

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ICQ#2620033

TELEPHONE SUPPORT CONTRACT

SERVICE AGREEMENT FOR TELEPHONE SUPPORT 2 HOURS.

This service agreement covers any telephone support for software questions and answers up to a cumulative time of 2 HOURS OR ONE (1) YEAR, whichever occurs first, from the date of this contract for the cost of SEVENTY FIVE DOLLARS (\$75.00). This agreement is for TELEPHONE SUPPORT ONLY.

If the solution to the question requires the presence of a representative at your terminal location (where your computer is), then you will be charged a rate of FIFTY DOLLARS PER HOUR (50.00/hour).

Time charged for on site work will be calculated at a rate of FIFTY DOLLARS PER HOUR of time spent FROM the EXACT time the representative arrives at your location TO the EXACT time the representative has completed the work PLUS TRAVEL TIME.

Travel Time is computed as the time from when the representative is en route to your location to the time the representative arrives at your location multiplied by TWO.

NOTE : ON SITE TIME IS CALCULATED TO THE MINUTE. You will pay for ONLY the time spent for travel and work for your computer.

THERE IS A MINIMUM OF ONE HOUR (1 hr) FOR ONSITE WORK.

David B. Villasana

**David Villasana
Owner/Partner**

**THIS AGREEMENT BECOMES EFFECTIVE AT THE TIME WE RECEIVE
PAYMENT OF \$ 75.00**