



Since 1975

12245 SW 132 Court · Miami, FL 33186 · (786) 249-1100 · FAX (786) 249-1111

PREPAID HARDWARE & SOFTWARE SUPPORT AGREEMENT

Support for business-computing installations is available as follows:

1. **Time & Materials** - Telephone and on-site support for network installations is available between the hours of 9:00AM and 5:30PM weekdays at the rate of \$160 per hour, billed portal to portal. Travel expenses (i.e. tolls, parking, etc.) incurred will be billed to the customer. Phone support is billed in increments of 15 minutes. Time and Materials customers must give a credit card authorization or a company/personal check for a minimum of three hours labor in advance of work scheduled. Unused time will remain available on account for up to 12 months from the date of this agreement. For credit card customers, time used in excess of the prepaid support credit shall be charged to and paid by the credit card used to execute this agreement and is due upon receipt of service.

2. **Discounted Block Time** - Support for network hardware and software is available at discounted hourly rates via prepaid blocks of support in the following increments:

- A. 5 hours prepaid at \$150 is \$750
- B. 10 hours prepaid at \$145 is \$1450
- C. 20 hours prepaid at \$135 is \$2700
- D. 40 hours prepaid at \$130 is \$5200

Support time used will be charged against the block time purchased. Minimum increments for phone support are fifteen minutes. All travel time and expenses incurred will be charged to the customer. Parts that are necessary to effect hardware repairs are not included and will be invoiced separately. Prepaid support funds may be used for hardware and / or software support.

Should it become necessary to employ the services of an attorney to collect an unpaid balance, customer agrees to pay all reasonable legal fees. Unused support funds are forfeited after one year.

Please sign below indicating that you have read the terms and conditions of CDP's "Prepaid Hardware & Software Support Agreement" and you agree to these terms.

Option (T&M, A, B, C or D)

Accepted By (Signature)

Date

Company Name

Contact Name

Phone#: () - Fax#:() - Modem#:() -

Address: City, State,

Zip

CREDIT CARD INFORMATION

VISA

MasterCard

American Express

Card Number: _____

Name on Card: _____

Expiration Date: _____

CVS