Computers and networks are now an integral part of most small businesses and it is vital that they work reliably. By joining The Fix It Zone Monthly Maintenance Plan we will undertake to provide regular system maintenance that will help you to avoid many IT problems before they occur.

In a busy office environment routine IT tasks may have taken a lower priority to core business issues, and the maintenance plan handles those for you boosting both reliability and providing peace of mind.

Each customer will have a plan that is tailored specifically for their business, but generally the tasks undertaken by The Fix It Zone are...

- Check that backups have run properly and verify backup
- Monitor and clean up server disk usage
- Check server event logs for any ‘behind the scenes’ issues
- Check virus protection software is up to date for all users
- Run updates and scans for viruses and spyware
- Ensure that any relevant Microsoft updates are installed
- Regular security updates for windows and Microsoft Office
- Optimize and compress Email and Shared Folder files where necessary
- Check Email and Internet logging for errors and bottlenecks
- Run diagnostic checks on server and network
- Install shared peripherals, such as printers and scanners
- Troubleshoot network problems
- Make recommendations for enhancing the effectiveness of your IT investment.

We can provide support and services on demand for your existing IT systems as well as help define system enhancements.

Depending upon your network setup many of these tasks can be run remotely and/or out of business hours to provide the minimum disruption in your office.

While the monthly maintenance is the best possible way to protect your company from major downtime and everything possible will be done to ensure your computers run to the best of their ability; The Fix It Zone will not be held responsible for any mechanical failures or results of mechanical failures. As with all electrical equipment, parts may fail at anytime.

All parts are additional and will be charged separately. Any additional work, not listed in this agreement will be billed separately at the current hourly rate.
PRICING GUIDELINES

1-3 computers $150.00/mo.
4-6 computers $300.00/mo.
7-10 computers $450.00/mo.
11 or more computers price to be determined.

House Calls $25.00 – A house call is charged if work is not done remotely.

All fees are due upon receipt of invoice. Invoices are faxed or emailed. All major Credit Cards are accepted for your convenience.

LENGTH OF CONTRACT, SCHEDULING & BILLING

Contracts are for one (1) year and automatically renew upon completion of the term, unless customer submits cancellation in writing thirty (30) days prior to next scheduled maintenance.

A mutually agreed upon date will be decided on and every effort will be made to insure your maintenance is done on that day; however, emergency jobs will take priority. Every effort will be made to reschedule for the same week or another mutually agreed upon time will be scheduled. A confirmation call will be placed prior to the appointment.

**Invoices are faxed or emailed and are DUE UPON RECEIPT.** Invoices are billed after maintenance has been completed. For your convenience we accept all major credit cards.

If work is done on-site, after hours, a key or personnel to open the office must be provided.

By signing this agreement, I am accepting this agreement and the terms listed herein.

Company Name

Signature ____________________________ Date _____________

(   ) - (   ) - Contact Number Fax

E-mail _____________________________

Juan Cavazos, Owner, The Fix It Zone Date ________________

Best week of the month: Best day of the week: Preferred Time

☐ Week 1 ☐ Monday ☐ Morning

☐ Week 2 ☐ Tuesday ☐ Afternoon

☐ Week 3 ☐ Wednesday ☐ After hours

☐ Week 4 ☐ Thursday ☐ Remote

☐ Friday

Revised 12/2007