



PROFESSIONAL TECH SUPPORT

- **Scope of services:** On-demand remote, on-site, and customized support services. Network and server maintenance. Software integration
- **Limitations:** Out-of-scope specialized services quoted separately. Subject to response time and uptime guarantees.
- **Terms:** Monthly subscription with multi-month discounts. Guaranteed response times in contract.
- **Support Hours:** 24/7 monitoring. On-demand support Mon-Fri 9am-5pm. Emergency on-call support.
- **Contact Methods:** Phone, email, ticketing system, remote access, on-site visits
- **Next Steps:** Discuss expanding scope of services.