

ALPHA TECHNOLOGIES SUPPORT AGREEMENT

SOLUTIONS BY ALPHA TECHNOLOGIES

Alpha Technologies agrees to enter into an agreement with the company/organization signified below for the primary purpose of providing technical support and technical services. It is Alpha's intent to provide these services via a fee reflective of the needs and desires of the company/organization. Pricing indicated is based on providing these support services during normal business hours. It is agreed that Alpha may charge a premium no greater than 1.5 times the agreed to rate for those circumstances where support services are required outside normal business hours. Alpha will attempt to provide the support via remote access which the client agrees to allow & provide. If remote access is not available or insufficient to make a best attempt at providing support services, a properly certified technician or engineer shall be dispatched to the location requiring travel. Travel shall be charged against the support agreement. Support Services do not include tax and tax will be added unless exemption documentation is provided initially and kept current each January in subsequent calendar years.

Block Time: Prepaid in 12 month periods. Purchaser agrees to prepay for specific quantities of time. Hours X Rate. Should block time be exhausted, customer may elect to renew additional blocks at the same established rate. Block time is typically used for normal technical support/services or for estimated blocks of time associated with a project. Materials are not included under this agreement.

Monthly Recurring Time: An agreed to quantity of hours to be purchased annually with the understanding that the client will be invoiced that amount of time divided by 12 to arrive at a quantity of time to establish monthly recurring invoicing. Example 60 hours annually divided by 12 months = 5 hours per month invoiced. If a client utilizes more than the monthly allocated time, the overage will appear on the following months invoice to "catch up". Materials are not included under this agreement.

Monthly Recurring Plan Annual Hours of Commitment	Minimum Hours per Month	Monthly or Block Hourly Rate *	Monthly Recurring Tax not included
Non Contract Rate**	0	\$130	Actual Time Billed
36	3	\$120	\$360
48	4	\$110	\$440
60	5	\$105	\$525
120	10	\$100	\$1,000

* Overtime = 1.5 X Rate. Over night stays will be: \$175/night/technician. "Customized" may be for a limited time period or a specific project.
Contract Customer receive priority response Best Effort Same Day Response.

**Non Contract Customers are not guaranteed a Response Time

WHERE TECHNOLOGY TALKS



4003 Outlook Drive
Hurricane, WV 25526

Ph. 304.201.7485
Fax 304.201.2610
www.alpha-tech.us



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Maximizing and Managing your ATSA (Alpha Technologies Support Agreement) is as EASY as 1-2-3.

How do you want to primarily utilize your ATSA?

1. I want to purchase **PREPAID BLOCK TIME** and utilize it as I need it.
I also want monthly network or telephony maintenance included.
2. I want to purchase **MONTHLY RECURRING TIME** and utilize it as I need it.
(Monthly Time that goes unused is carried forward and accumulates)
3. I want to purchase **MONTHLY RECURRING TIME** and have monthly maintenance performed on (A.) My NETWORK, (B.) My CISCO IP TELEPHONY SYSTEM, (C.) BOTH my NETWORK & TELEPHONY SYSTEMS. I can still request technical support at the same rate and utilize it as I need it.

I understand that if payment for my support agreement is not kept current, Alpha Technologies reserves the right to postpone responses for support requests until the matter of payment is resolved.

EFFECTIVE DATE _____ **Block** _____ **Monthly** _____

Either party may cancel this agreement with a 30 day WRITTEN NOTICE with Current Payment Status.

Company Name _____ **Phone ()** _____

Contact Name & Email Address _____

Physical Address where support is to be delivered

Physical Address _____ **Phone ()** _____

City _____ **State** _____ **Zip** _____

Billing Address _____ **Phone ()** _____

City _____ **State** _____ **Zip** _____

Authorizing Client Signature _____ **Title** _____

Endorsement by Authorized Officer of Alpha Technologies

Name _____ **Title** _____ **Date** _____

Alpha Technologies 304-201-7485 **Sales Person** _____ **Ext** _____

Helpdesk Extension: 282

Webpage: www.alpha-tech.us

Emergency Help Extension: 277

Web Portal Access Help Desk

Email: helpdesk@alpha-tech.us

"Contact us" has Technical Help

ATSA v.1.2

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