



118 North Bedford Rd
Mt.Kisco, NY 10549
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RETAINER AGREEMENT FOR HOME IT SUPPORT SERVICES

Services / Benefits:

As of the above effective date of this agreement, WCPCR will be available to provide and will provide to the Client, as needed, IT services that include but are not limited to:

- Computer set-up
- Email set-up
- Research, Obtain and Install virus protection and / or other software and applications
- Virus removal
- Network setup and enhancements
- Network and computer troubleshooting
- Router setup and troubleshooting
- Printer / fax setup and troubleshooting
- General IT work and consulting

The client will determine work priority; however, the Service Provider, based on the unique project at hand, will determine the specific course of action to complete the work. Actual services will be performed via remote access during normal business hours on weekdays whenever possible but may take place at the client location, as required.

Block of purchased retainer hours do not expire.

Time Requirements:

WCPCR agrees to furnish Client with IT services as required by Client and as mutually agreed upon in advance by both parties.

Rates:

IT Retainer Hours	IT Retainer Fee	Discounts
5	\$300.00	\$0
10	\$700.00	\$50
15	\$1025.00	\$100
20	\$1350.00	\$150
30	\$2000.00	\$200
>30Hours	Individually Negotiated	

Payment:

On the effective date of this agreement the Client will pay the initial retainer fee based on the rate for the block of hours chosen above.

The rates above are exclusive of any hosting charges, mileage reimbursement for trips made out to the client's location or purchases of equipment, software and / or subscriptions made on behalf of the Client, as authorized by the Client. WCPCR shall present an invoice to the Client after services are performed for any such added mileage and expenses. Hosting charges will be billed out as usual on the previously agreed upon hosting schedule. Payment shall be due in full within 30 days of the date of the invoice.

Confidentiality:

WCPCR shall treat as confidential and shall not disclose or use for the benefit of any person other than Client any and all information made available or disclosed to Service Provider as a result of or related to the Business Retainer Agreement; provided, however, WCPCR shall have no obligation hereunder as to any portion of such information which is disclosed by Client to others without any restriction on use and disclosure.

Relationship:

The Client retains WCPCR solely for the purposes and to the extent set forth in this Agreement, and work is completed at the Service Provider's discretion. WCPCR Creations' relationship to the Client shall, during the terms of this Agreement be that of an independent contractor.

This agreement is made between Westchester Cell Phone & Computer Repair (Service Provider) and _____ (Client).

Effective Date: _____

_____(Client) Date_____

Title: _____

WESTCHESTER CELL PHONE
& COMPUTER REPAIR

(Owner)

Date_____