

Scott Rector — Edmond IT Guy

Voice or Text: 405-698-0385

SERVICE AGREEMENT & SCOPE OF WORK

Client Name: _____

Date: _____

Phone / Contact: _____

Services Covered

I provide personal, hands-on tech support for the following:

- General computer help & maintenance
- Virus removal & scareware response ("Your computer has a virus" pop-ups)
- Printer & hardware troubleshooting
- Software assistance & guidance
- New device setup & orientation
- Password-protected remote support setup (RustDesk)
- Consultation & Recommendations

Rates & Billing

Remote Support	\$20 per 20-minute increment (rounded at my discretion)
On-Site Visit	\$60/hr — 1 hour minimum + local travel fee (call or text for quote)
Payment	PayPal, Venmo or Cash — payment due at time of service

What You Should Know

- The clock runs for the full time I am working, including any additional requests made during the session. This includes time waiting while the system is loading although I will multitask where possible, but time is continuous from start to finish.
- If we need to add a new task, I'll let you know and "keep the meter running."
- For remote support, you are REQUIRED to watch everything I do on your screen. For your protection, I will not stay connected if unattended for more than approximately 5 minutes.
- I cannot be responsible for pre-existing hardware or software issues discovered during the visit. I will diagnose and advise, however, repair of pre-existing issues may require additional scope/cost/parts.
- I do not guarantee results for problems caused by equipment failure, age of device, or third-party software.
- Data loss can happen during any repair. Backup prior to any service is strongly recommended.

Remote Support Access (If Applicable)

Remote access requires downloading RustDesk software on your computer. This is a free-use software (you do not need to purchase it).

This software allows remote access (with your permission) at remote rates. I can assist you in the installation of this software (see PDF download on the edmonditguy.com website for step-by-step instructions or contact me for assistance in installing it prior to use of remote services).

NOTE: Never give this access to anyone you do not know AND trust!

Agreement

By signing below, you agree that you have read and understand the terms, that service begins at the agreed rate, and that payment is due upon completion.

Client Signature:

Printed Name:

Date:

Scott Rector:

Thank you for your trust — I'm here when you need me.