



SERVICE AUTHORIZATION AGREEMENT

Name or Businesses: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Primary Contact: _____ Telephone: _____

Email Address: _____ Fax Number: _____

Billing Contact: _____ Telephone: _____

Email Address: _____ Fax Number: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

TERMS AND CONDITIONS

SERVICE RATES AND INVOICING

Services will be completed on a Time and Materials basis. Invoices will be generated immediately following the completion of services and will be due 30 days from generation. Past due invoices will be subject to a \$29 late fee and 13% annual interest rate. All invoices will be sent to the billing e-mail listed address above. Services rendered will be billed according to the rates below with a one (1) hour minimum and 15 minute increments thereafter. **THE CLIENT MUST GIVE A 4 HOUR ADVANCE NOTICE OF CANCELLATION OR A \$99 CANCELLATION FEE WILL APPLY! NO EXCEPTIONS!** Same day service calls can not be cancelled. All times based on Arizona Standard Time.

SERVICE SCHEDULE	RATE	DAYS / TIMES
Pre-scheduled Services (During Business Hours)	\$129 / Hour	Mon–Fri, 9:00am – 5:00pm; Excluding Holidays
Same-Day (Emergency) Services (During Business Hours)	\$199 / Hour	Mon–Fri, 9:00am – 5:00pm; Excluding Holidays
After Hours Services	\$199 / Hour	Mon–Fri, 5:00pm – 9:00am; Holidays; Weekends

AUTHORIZED CONTACT INDIVIDUALS (BUSINESSES ONLY)

To reduce the possibility of confusion or misunderstanding when scheduling a service visit, it is necessary to define who is authorized to contact Clarity Computer Service LLC and request a service call. The following individuals are authorized to contact Clarity Computer Service LLC to request service and act in accordance within the terms of this agreement: (It is not necessary for the person signing this agreement to list his/her name here)

Contact #1: _____ Contact #2: _____

LENGTH OF CONTRACT

This Service Authorization Agreement will remain in effect until 12/31/18. Any necessary support that is required is authorized under the terms of this agreement. After that time period, a new agreement must be signed before any additional support can be provided.

ACCESSIBILITY

Clarity Computer Service LLC will be granted access to the appropriate systems, staff, and information necessary to perform the requested services. Clarity Computer Service LLC will be granted access to all licensed software media and hardware platforms and equipment required to perform the services. Reasonable access to all areas affected by this service must be provided and a knowledgeable contact person made available to address questions.

CONFIDENTIALITY

Any information, whether protected by patent or copyright, including, but not limited to, programs, files, specifications, plans, business information, technical information, or other data either written or otherwise (hereinafter "Information"), which has been furnished or disclosed by "client" to Clarity Computer Service LLC shall remain "client's" property and shall be considered proprietary information by Clarity Computer Service LLC. Information shall not be reproduced, published, or disclosed to any third party without prior consent of "client". All copies of any and all information furnished or disclosed by "client" shall be returned to "client" immediately upon written notice.

LIMITATION OF LIABILITY

In no event will Clarity Computer Service LLC be liable for any incidental or consequential damages, including, without limitation, loss of use, loss of data, loss of profit, loss of moneys deposited or removed from equipment or any affiliated components, liability to third parties, however caused, whether by negligence of Clarity Computer Service LLC or otherwise. "Client" is solely responsible for backing up any data, programs, or storage devices prior to the performance of any services by Clarity Computer Service LLC .

MANUFACTURER DESIGN AND PRODUCT DEFECTS

Clarity Computer Service LLC is neither a manufacturer of computer hardware nor a publisher of computer software. Because of this, Clarity Computer Service LLC cannot be held responsible for the functionality or performance defects of any products associated with this engagement. Manufacturer warranties, where extended by the manufacturer, for products sold by or licensed through Clarity Computer Service LLC (or Clarity Computer Service LLC product partners) are set forth in end user license agreements and manufacturer warranty statements, and such warranties, if any, are solely those of the manufacturer. Clarity Computer Service LLC will take reasonable measures to work, on behalf of the engagement, with vendors to escalate problems and take corrective action, based on the vendor's recommendations.

VENDOR ESCALATION AND SUPPORT

In certain situations, it may be deemed necessary to open a support incident with Microsoft or other vendor for specific product support. Client agrees to incur all costs associated with such incidents. Client will have the option of authorizing or declining any fee based support incidents beforehand.

MULTIPLE SESSION REPAIRS

In certain situations, especially when dealing with intermittent issues, more than one service calls and/or technicians may be needed to resolve an issue. Such situations do not indicate a flaw in workmanship and "client" will be invoiced for all labor.

GOVERNING LAW

This service authorization agreement shall constitute our entire agreement and shall be governed by the laws of the State of Arizona and shall supersede all previous contemporaneous negotiations, commitments, and writings with respect to matters set forth herein. The terms and provisions of this agreement shall prevail over any conflicting, additional, or other terms appearing on any purchase order submitted by client at any time.

I, as an authorized representative of the company or individual named below (herein after "Client"), agree to the terms and conditions of this service agreement. I authorize Clarity Computer Service LLC to provide computer networking services and support as requested. I agree to pay in full for all services provided in accordance with my payment agreement. This authorization to provide services is based on the terms and conditions set forth in this document.

Signature: _____ Date: _____