

# ***Expectations***

## What is not covered under my monthly plan?

- Website build or changes (unless website changes added to the unlimited contract)
- Projects (i.e. new system installation – unless added to the unlimited contract)
- Products – Hardware / Software / Licenses
- Network, Workstation or Laptop: Repair and Troubleshooting
- Third party support costs
- Shipping or courier fees

## Help Speed Service Response

- Treat technicians with respect –respect for the technicians and their time will make it easier for them to solve your problems
- Submit service tickets by approved methods
  - Minor problem or change requests - Customer helpdesk portal  
<http://helpdesk.computercrews.com/support> or [support@computercrews.com](mailto:support@computercrews.com)
  - Emergencies – Call 303.402.1668
  - Direct email addresses or direct phone numbers will delay service response times
- Give as much prior notice as possible
- Clear and complete explanation of problems and change requests
- If you let us become part of your team, we will know your company better and know exactly how to respond faster.

## Expected of Client

- Pay bill on time
- Do **\*not\*** give us the password for financial software
- Have read and understand the entire contract, so you know what you are buying
- Employees willing to spend time to learn and prevent problems in the future
- Willing to pay for all service requested that is outside scope of the agreement
- LogMeIn installed and enabled on all supported devices
- Client does not have access to the back office server.

## Service Notes

- Helpdesk open (M-F) 8am – 6pm
- After hours work requested by the client will be charged extra as per the agreement

I have read and understand the above expectations \_\_\_\_\_

Signature

Date