

## HOME USER COMPUTER MAINTENANCE AGREEMENT

### HOME PC or APPLE USER CONTRACT Coverage for Mac OS X & Windows

#### NOT COVERED

- ✗ Parts;
- ✗ Upgrades and hardware repair;
- ✗ Problems related to a power surge;
- ✗ Problems related to liquid spills or exposure;
- ✗ Problems related to improperly installed, untested and unapproved applications, 3rd party proprietary software;
- ✗ Data corruption caused by software installation, virus or spyware activity regardless of anti-virus use;
- ✗ Support for software - including consulting questions and instruction;
- ✗ Technical questions or requests outside of the maintenance tasks;
- ✗ Networking errors or troubleshooting networks;
- ✗ Removal of current viruses or spyware that are debilitating or are preventing normal maintenance tasks;
- ✗ Servers or computers being utilized as "servers."

#### SERVICES COVERED

- ✓ Check for viruses and current virus protection
- ✓ Check for spyware/malware
- ✓ Check firewall protection
- ✓ Check Wi-Fi / Router Security
- ✓ Check for critical Windows & security updates
- ✓ Remove bloated temp files
- ✓ Remove erroneous start-up files
- ✓ Scan & check hard drive
- ✓ PC optimization and removal of unnecessary processes
- ✓ System defragmentation
- ✓ Install free antivirus/spyware protection software
- ✓ Outlook configuration
- ✓ Install a Printer
- And more!

The HBC computer maintenance contract includes basic and routine maintenance services along with specified additional services. HBC will perform all designated maintenance tasks at the customer's location with tools and software provided by HB Computers. In some cases, an HBC technician may install special software for specific tasks. This software will remain installed on the customer's computer to assist the customer in performing self-maintenance tasks and for use in future maintenance appointments.

#### Benefits:

- Priority service for non-maintenance appointments;
- Lowest contract rate for service calls and maintenance tasks that are not covered by this contract or are not within the normal time-frame of the contract's scheduling agreement;
- Personalized "computer health report" prepared by the HBC technician who is onsite performing maintenance under this contract;

#### STANDARD MAINTENANCE AGREEMENT

**\$179.00** per 6-month term

(Two visits for two computers at the same location)

#### PLUS+MAINTENANCE AGREEMENT

**\$279.00** per 6-month term

(Two visits for up to four computers at the same location)

#### Computer Information & 6-Month Agreement

Make \_\_\_\_\_  
 Model \_\_\_\_\_  
 Serial Numbers or Service Tags \_\_\_\_\_

I agree with and enter into this "Computer Maintenance Service Agreement" as outlined and listed above. I may cancel this contract at any time and will forfeit any unused portion of my payment. Payment is required before any maintenance service is performed. I agree to the release and waiver found on the reverse of this document.

Signature \_\_\_\_\_ Date \_\_\_\_\_

#### APPENDIX B: Authorization – Support Plan and Payments

I authorize HB Computers to begin providing computer maintenance and related services. I agree to the Terms and Conditions as described herein, including the financial obligations as described for performing these services. To receive HB Computers service, I am providing my Credit Card or Prepayment via Check.

Type of Credit Card: \_\_\_\_\_

Name of Credit Card Holder: \_\_\_\_\_

Credit Card #: \_\_\_\_\_

Date of Expiration: \_\_\_\_\_

CVV Code: \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_