



255 E. Lanier Ave, Fayetteville, GA 30214  
Office: 678.829.8448

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

### Monthly Maintenance Service Agreement

- ❖ Once a month, your computer(s) will undergo a thorough diagnostic procedure and cleaning process to ensure your computer(s) is running at its optimum performance level and that your valuable information is protected. This monthly procedure will include the following:
  - Disk Defragmentation
  - S.M.A.R.T (Self-monitoring, Analysis and Reporting Technology) Hard Disk Analysis
  - Event Log Review
  - Malware and Spyware Removal
  - Virus Removal and, if applicable, Quarantine Review
  - Update Virus Definitions
  - Confirm Windows Updates are Installed
  - Confirm Drivers are Up To Date
- ❖ All services will be provided once monthly on the second Saturday of each month beginning at 7pm by A PC of Mind. Note: Maintenance Plans do not include 24/7 customer support. Preventive maintenance is designed to protect your data and system integrity. Anything outside of the scope of maintenance will be billed accordingly.
- ❖ Upon customer request, a full diagnostic report will be provided to the customer upon each month's maintenance completion. This report will provide a detailed analysis of all malicious items detected and removed. Reports will be attached to monthly invoice.
- ❖ A PC of Mind also provides offsite storage and file sharing. See table below for pricing.
- ❖ A PC of Mind will never use or distribute personal information. All data will be kept confidential.

### Pricing

	First	Total Number of Units
Residential Computers	\$25/monthly	_____
Secure Cloud Backups	\$30/monthly	_____
Offsite Encrypted Storage	\$10/monthly (per 5GB)	_____

\*enter quantity in each space

Monthly Total: \$ \_\_\_\_\_

- A 10% discount will be provided if 12 months of service are paid in advance.

## Customer Acceptance

The above prices and selections are satisfactory and are hereby accepted. I authorize A PC of Mind and its representatives to access my computer(s) to perform the work detailed in the Monthly Maintenance Service Agreement.

Any applicable fees will be due upon completion of setup. Monthly payments will be made within fifteen (15) days of completion of scheduled maintenance.

### **Late Fees and Assessments:**

Should a payment in full not be received after thirty (30) days from date of invoice, a \$20 late-fee will be assessed. Failure to pay within sixty (60) an additional \$20 late-fee will be assessed. After ninety (90) days, services will be terminated, an additional \$20 late-fee and \$40 disconnect fee will be assessed and the account will then be sent to collections.

### **Arbitration:**

Any and all legal and/or attorney fees assessed to collect on this debt will be passed on to the customer for defaulting.

### **Indemnification:**

The customer shall indemnify "a PC of mind" and its directors, employees, shareholders, partners, agents, and affiliates, against all claims, liability, and expenses (including legal fees).

This agreement may be cancelled any time by either party after six (6) months from the initial date of acceptance.

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

"a PC of mind" Signature: \_\_\_\_\_ Date: \_\_\_\_\_