



MAINTENANCE SERVICE AGREEMENT
2013 ~ 2014

Attn: _____

This Maintenance Service Agreement is a full service maintenance agreement for one (1) year starting on _____, 2013 through _____, 2014 with service availability on an 8:00 am to 5:00 pm (local time) Monday through Friday basis, excluding Holidays.

This one-year service agreement includes the following:

1. Emergency service response within 1 to 4 hours depending upon the emergency that is determined at the time of the phone call between _____ contact and Centerburg Technology Center customer service.
2. Routine service response within three (3) business days. Bi-monthly preventative maintenance site visits are included and include standard maintenance inspection and replacement of any cords, wiring, jacks, or other required hardware. Minor programming changes, adds or moves may be performed at this time at no additional charge.
3. Standard coverage is 8:00 a.m. to 5:00 p.m. Monday through Friday.
4. Remote diagnostics and repair - when applicable.
5. All repair labor, parts and materials included at no additional charge. Centerburg Technology Center may use refurbished or repaired equipment for replacement of defective or damaged equipment.
6. _____ will receive a discounted labor rate for any adds, moves and changes on a time and materials basis at the rate of \$50.00 per hour while this Agreement is in force.
7. _____ agrees that Centerburg Technology Center will be the sole provider of telephone equipment and services for the term of this agreement.
8. In the event that _____ or Centerburg Technology Center wish to terminate this agreement either party may do so on the condition the party initiating the termination provide adequate opportunity for the remedy of any dispute or grievance presented as a reason for termination and that no less than 30 days written notice be provided. All service fees due prior to the effective date of termination shall be immediately due and payable upon date of termination.
9. This agreement does not cover any malfunctions due to natural disasters (floods, earthquakes, lightning, or any other force man made or act of god.)
10. This agreement does not cover any damage or malfunction attributable to negligence or intentional abuse of the system by _____ or its AGENTS.
11. In the event _____ is more than 30 days delinquent in the payment of monthly fees as required in this agreement, Centerburg Technology Center shall have the right to suspend service until account is brought current.



LIST OF EQUIPMENT:

Quantity	Item	Description	ID

COST OF MAINTENANCE AGREEMENT: \$_____.00

ACCEPTANCE OF ABOVE CONDITIONS, TERMS AND WARRANTY

(Authorized Signature)

(Authorized Signature)

Centerburg Technology Center

(Date)

(Date)