

# Proactive PC and Network Maintenance Agreement

**Between:** Carlton Whatley ~ Personal Computer Consultant

**And** \_\_\_\_\_

(Print Name or Business Name)

**Date:** \_\_\_\_\_

## PROVISIONS

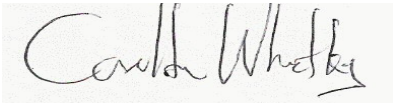
- 1) I agree to enter into this agreement with Carlton Whatley and to allow the following Maintenance services to be performed by Carlton Whatley and/or his qualified agent(s). During the initial maintenance assessment(s), several software programs that assist the evaluation and maintenance process will be installed on all computers. Two of these softwares (PerfectDisk & 2<sup>nd</sup> Copy) will be removed if the agreement is terminated for any reason. Maintenance services will be performed remotely if possible. Slight changes to this agreement may be made from time to time. The agreement posted at the website is the agreement that is binding.
- 2) I, or my agent(s), agree to collaboratively schedule four (4) appointments at regular intervals over the next 12 months - and for subsequent 12-month periods.
- 3) I understand that if I fail to agree to schedule the quarterly appointments, this agreement will be terminated.
- 4) This agreement may be terminated, in writing, by either party at any time for any reason. I understand that if I terminate this agreement, or if the agreement is terminated due to provision #3, entering into another agreement will not be allowed for a period of 18 months.
- 5) Fees for this Maintenance Service are billed quarterly based on the number of PCs being serviced.

|             |                          |
|-------------|--------------------------|
| 1 PC        | \$60/quarter for each PC |
| 2 – 5 PCs   | \$50/quarter for each PC |
| 6 – 10 PCs  | \$45/quarter for each PC |
| 11 – 20 PCs | \$40/quarter for each PC |

## SERVICES PERFORMED

1. Audit, evaluate, supervise and fine-tune all network activities.
2. Remove unnecessary or unwanted software or files.
3. Audit, evaluate, maintain and update data file backup system.
4. Audit, evaluate, maintain and update antivirus, antispyware & antimalware software.
5. Evaluate and install necessary operating system updates.
6. Evaluate & standardize shared network components.
7. Evaluate critical components for impending failure.
8. Recommend to replace or retire critical components prior to failure if possible.
9. Install, uninstall and upgrade all hardware, software and new components as needed.
10. Evaluate and maintain internet access and e-mail accounts.
11. Perform system maintenance conducive to its most efficient performance.
12. Perform any other requested or required services.

**Your Signature:** \_\_\_\_\_  
(Name or Business Name)

Accepted By:  (Carlton Whatley)

Please print two copies of this agreement, sign and date in the appropriate place and return one signed copy to me as soon as possible. Keep the other copy for your records.

**Snail Mail:** Carlton Whatley ~ 825-C Merrimon Ave. #286 ~ Asheville, NC 28804  
**E-Mail:** [carlton@carltonwhatley.com](mailto:carlton@carltonwhatley.com)

Revised: 2/2010