



Account Activation/Continuation Form

Client Information

1. Please provide us with some information about the Company. For legal definitions the information below will be further referred to in this document as "Company":

Contact/Company Name:					
Address:					
City, State, Zip Code:					
Phone:		Fax:			
Tax Exempt?		Inside City Limits?		County:	
Number of Computers:	Servers:		Desktops/Laptops:		
Hours of Operation:					
Referred By:					

2. Please provide us with the name and contact information for the primary representatives who are authorized to make IT and financial decisions on behalf of the Company. These decisions may include, but are not limited to, calls for service, product orders, phone support, general networking/computing needs, etc. Please note, that unless otherwise provided in writing, other employees acting with apparent authority may place service calls at your Company's place of business.

Name & Title:			
Telephone & Ext.:		Billing Contact?	
Mobile Phone			
Email Address:			
Name & Title:			
Telephone & Ext.:		Billing Contact?	
Mobile Phone:			
Email Address:			

This document is to be signed by a person who is empowered to authorize the Company's employees to act on behalf of the Company. In addition, Company assumes financial responsibility for invoices incurred. Any and all labor performed for the Company will be billed according to our Billing Policy as stated on this Account Activation/Continuation Form. No Technician will be dispatched and no goods will be sold to the Company without returning a signed copy of both pages of this document.

Signature: _____ Dated: _____

Print Name: _____ Title: _____

Billing Policy

The following constitutes Computer Superheroes, Inc.'s Billing Policy. Please review these terms, fill out the requested information below, and sign and date where indicated. If you are a new customer, your account will be activated upon return of this document.

- A. **Standard Hourly Rate:** \$100.00 / hour per technician. Additional services and fees are outlined on our Rate Card. OneTech Computer Consulting, Inc., DBA Computer Superheroes, Inc. reserves the right to increase its fees, and will endeavor to provide prompt notice in writing via a new schedule with our monthly billing statement.
- B. **On-Site Billing Minimum:** All on-site service calls are subject to a **2-hour minimum charge**. Additional time will be billed in 15-minute increments after the second hour, rounded to the next highest quarter hour.
- C. **Off-Site/Remote Work Billing:** All off-site or remote service calls are subject to a **1/2-hour minimum charge**. Any work performed in our office on Company's behalf is subject to being charged in 15-minute increments, rounded to the next highest quarter hour. Examples of this include, but are not limited to, email consultation, technical research, product testing and remote access and support.
- D. **Telephone Support:** Unless otherwise agreed upon, all telephone technical support calls to our office are subject to charge in 15-minute increments rounded to the next highest quarter hour.
- E. **Cancellation Fee:** Your account will be charged a half-hour Cancellation Fee if less than 24 hours notice is given. Your cancellation notice can either be left on our general voicemail, by e-mail to info@computersuperheroes.com or speaking with a staff member.
- F. **Hardware and Software Product Billing:** Tangible goods totaling over \$1000 must be paid in advance of order and delivery.
- G. **Payment Terms:** Invoice balance is due upon receipt unless previous arrangements have been made in writing. Your invoice will reflect the hours spent and costs incurred. Prices are subject to change without notice. Pricing assumes payment by cash or check. Please make all checks payable to Computer Superheroes. Credit card transactions are subject to a 3% surcharge.
- H. **Late Payments:** In the event of nonpayment of fees or costs, Computer Superheroes reserves the right to impose interest (12% A.P.R.) for accounts over thirty (30) days delinquent, and recover all costs incurred for collections, including attorney's fees and costs.
- I. **Unpaid Balances:** Company shall be liable for all collection costs including reasonable attorney or collection fees for all balances remaining unpaid more than ninety (90) days after invoice date. No additional purchases or work will be performed on Company's behalf until all balances are paid in full.
- J. **Hours of Operation:** Our regular office hours are from Monday thru Friday, 9:00 AM to 5:00 PM except for holidays as observed by Wall Street.
- K. **Return of non-defective/non-delivered items** must be in original sealed packaging and are subject to a 15% restocking fee if not returned within 15 days of purchase. Defective items not returned in their original packaging will not be accepted for return.
- L. **We warrant that all services provided will be performed in a workmanlike manner** in accordance with commercially reasonable standards of the local community. In regard to software, parts and/or components installed on your behalf, we warrant the installation services, however we assign to you the manufactures warranties on the equipment and software themselves. You shall be responsible for registering said product(s), and maintaining its warranty in force.
- M. **Please be advised** that unless specifically provided for in a separate Services Provider or Special Warranty Agreement, we shall not be liable for any loss of use, interruption of business, cost of procurement of substitute goods, technology, data, or services or any consequential, incidental, special, indirect or exemplary damages of any kind (including lost profits) arising out of our services, regardless of the form of action, whether in contract, tort (including negligence), strict product liability or any other legal or equitable theory. We hereby disclaim any implied WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, and all damage recoveries shall be limited to the policy limit of our general business insurance policy.

As an authorized representative of _____, (Company Name, if applicable)

I, _____ (Authorizing Agent – Print Name) hereby state that I have read the Billing Policy, agree to abide by its terms and conditions and will be financially responsible for any services performed and/or goods provided by OneTech Computer Consulting, Inc DBA Computer Superheroes, Inc. I understand this Billing Policy will remain in effect until replaced by a newer one. My signature is provided below indicating my acceptance of these terms and conditions.

Signature: _____ Dated: _____



RATE CARD

Type Of Contract	Rate
<u>GUARDIAN MANAGED SERVICES†</u>	
Server SLA (monthly per server)	\$199.00
Virtual Server SLA (monthly per server)	\$99.99
Desktop SLA (monthly per computer)	\$39.00
<u>TIME AND MATERIALS*</u>	\$100.00 per hour
<u>SPECIAL PROJECTS**</u>	Priced per project
<ul style="list-style-type: none"> - New server installations - 5 or more desktop installations - Major software application rollout 	

**Free 1-hour consultation for new clients. Free quotes.
15 minutes free e-mail and phone support per week for existing clients. Discounts and incentives for referrals to new clients.**

*2-hour minimum charge per service request for all on-site service calls. ½-hour minimum for all remote assisted/remote control service calls, telephone and email support. ½-hour minimum pickup and/or delivery for equipment to be repaired in shop. Additional time billed in 15 minute increments to the next quarter-hour. Hours are billed per technician. Payment is due upon completion of service call or receipt of invoice. Cancellations for on-site service require a minimum 12-hour advance notice, otherwise the minimum billing charge applies. Hardware and Software purchases over \$1000 must be paid in advance of ordering.

†Annual Service Level Agreement contract required. One predictable monthly fee covers all technical services/support outside of special projects. Monthly fees do not cover hardware and software purchases. SLA Details and conditions available upon request.

**Special pricing discounts on projects for Managed Services SLA customers.