



HelpDesk Support

Wide Area Networking

Web Services

Network Maintenance

John Peterson Consulting, Inc

62239 Cody Road Bend, OR 97701

Phone: (541) 410-2979

info@jpci.com

www.jpci.com



JPCI HelpDesk Service Contract

This contract is a binding agreement between JPCI and the client named below, and will remain in effect until 30 days after being cancelled in writing by either party. It is designed to clearly outline the responsibilities of each party so there are no misunderstandings.

What IS covered under this contract: Any maintenance required for any computer listed on the current month's HelpDesk service contract invoice (at the level listed on the contract... Bronze, Silver, Gold or Platinum). This includes computers (Windows or Mac) and any peripherals directly connected to the client's network (routers, printers, scanners, network switches, wireless access points, etc.), but does not include mobile devices such as iOS or Android smartphones or tablets... service is available for these devices, but will be billed separately at our normal hourly rates since it is impossible to support these remotely. Included with all our HelpDesk service contracts are our web services: annual automatic renewal of the client's primary domain name, web-hosting for one website and DNS services required for any Internet-based services to function.

What IS NOT covered under this contract: Parts of any sort, training of any sort, Internet services (website or graphics design, search engine optimization, etc.) or any service performed that is not during the hours you pay for... see the chart below for hours and response times covered by each contract level. The above services are available on a time-and-materials basis as long as there are no pending support tickets (which are always our highest priority).

LEVEL	HOURS	PRIORITY	RESPONSE	SUPPORT REQUESTS ACCEPTED
Bronze	Monday-Friday 9am-5pm	non-emergency only	Next business day	support ticket ONLY
Silver	Monday-Friday 9am-5pm	third priority	same day	support ticket ONLY
Gold	Includes evenings & Saturdays	second priority	within 4 hours	support ticket ONLY
Platinum	Includes Sundays & holidays*	highest priority	within 1 hour	Emergency-ONLY phone service number for admins

*JPCI holidays are: New Year's Eve/Day, President's Day weekend, Memorial Day weekend, 4th of July, Labor Day weekend, Thanksgiving weekend, and Christmas Eve/Day. Response times in the chart above indicate typical cases... these can be delayed by road conditions, weather or a backlog of support tickets already in the queue. Tickets are addressed first by the client's contract level, then by the level of urgency of the problem ("triage").

Responsibilities of JPCI under this contract: We will maintain your network and attached computer systems at all times, constantly monitoring everything for you (so you can concentrate on business). We will configure and set up new systems added to your contract, transfer software and data from systems being retired to the ones replacing them and provide routine maintenance (cleanings, replacement of failing parts, etc.) upon receipt of a support ticket requesting them. We also disconnect systems when you move and reconnect them at your new location (we do not provide moving services, however). We will provide you with technology consulting to make sure you are aware of available technologies that could benefit your company (this may include non-computer technologies as well, as JPCI has experience in many other fields). We will provide a support HelpDesk for your staff that they can use to report problems with any computer system or software... even if the problem turns out to be something a third-party vendor needs to fix (your Internet is down or a program needs the vendor's tech support staff to fix it). We will provide hosting for your website, keep your domain name current and maintain all DNS records required for your web services to function. We will administer your Office 365 and AzureAD (email and active directory) services, adding and removing users as requested (and assigning the permissions needed for them to access what you've allowed). We will attempt to immediately resolve most problems using remote support, and will schedule an on-site call if that is not possible. Our goal is to respond to your support tickets within 15 minutes in most cases, and resolve & close the ticket the same day unless that is not possible given the circumstances (such as tickets submitted after hours or requiring parts that have to be ordered).



HelpDesk Support

Wide Area Networking

Web Services

Network Maintenance

John Peterson Consulting, Inc

62239 Cody Road Bend, OR 97701

Phone: (541) 410-2979

info@jpci.com

www.jpci.com



JPCI HelpDesk Service Contract

Client Responsibilities Page

Responsibilities of the client under this contract: Please initial each point below to indicate that you understand your responsibility. As long as your responsibilities have been met as listed, you will **NEVER** be billed for any service normally covered under your contract level. Any work required because your staff has not fulfilled their responsibilities, however, will be billable and due on receipt.

- All systems must remain powered on at all times...updates & security patches are pushed out at 3am daily, and your systems must be on to stay safe. Any system that has missed more than one day is a serious risk due to today's malware and hackers. Laptops obviously are powered off while in transit, but can always be powered back on that night so they don't miss updates... they don't need to be logged in, but sleep and hibernate are the same as "off".
- All systems must have Atera Agent, Webroot & Splashtop Streamer installed... do not uninstall these!
- Support requests must come in the form of a SupportSystem ticket... there's an icon on every desktop, or you can go to www.jpci.com using any browser and click Help! on the top menu bar. Email and voicemail (contact info is at the top of the first page) are OK for questions that aren't urgent or don't require a support tech... these aren't even checked until all pending support tickets have been completed, so a response probably won't happen till the next day.
- All important data needs to be saved to either a server or a cloud location like OneDrive, SharePoint or Dropbox, since Windows does not automatically back up files saved to the Desktop or local hard drive. If you save your files to these locations, they will be lost if your computer dies unless you are saving a copy elsewhere.
- Nothing should be installed (or uninstalled) on your computers without checking with JPCI support first... the majority of "free" software comes with spyware and/or malware attached, and some of the apps you may not recognize in the "Apps and Features" area of Windows are required for security and support.
- ALL users need to use a strong password (at least 8 characters, including at least one uppercase, one lowercase, one number and one symbol). Passwords cannot contain any part of your name and should not contain anything easily guessed from social media like a spouse-child-pet name or your birthday. You should immediately submit a support ticket to get your password changed and support notes updated if you even think it has been compromised, and never share your password with anyone other than management... if it happens using your login, you will be held accountable.
- Never open email attachments that you weren't expecting... even if it appears to be from a legitimate source. The hackers who use "phishing" schemes are very good at creating emails that look identical to "real" emails, so if you're in doubt, contact the supposed sender (but not by just hitting reply) to see if they really sent you the attachment.
- Never call the number given in a pop-up claiming to be Microsoft (or any other tech support)... these are a scam that is designed to let them into your system so they can steal your identity and banking information. Just restart your PC and don't go back to that webpage again.
- NO device that's not on your support contract (and therefore not being monitored) should EVER connect to your company network... that's what guest networks are for. This is the number one way to lose all company data forever.
- Computers should never be powered off using the power switch unless JPCI support tells you that there's no other option... this can cause your data to be corrupted or lost and can also make Windows unbootable.
- Most people are aware that the number one source of web-borne malware is nefarious sites like the dark-web or porn sites... but they don't know that the number two source is online gaming sites (followed closely by kid's sites, since kids will click on *anything*). Save your gaming for when you're at home on your own system.



HelpDesk Support

Wide Area Networking

Web Services

Network Maintenance

John Peterson Consulting, Inc

62239 Cody Road Bend, OR 97701

Phone: (541) 410-2979

info@jpci.com

www.jpci.com



JPCI HelpDesk Service Contract

Client Management Responsibilities Page

Additional responsibilities of the client's management/admin staff under this contract: Please initial each point below to indicate that you understand your responsibility.

- Payment for your monthly JPCI HelpDesk Service Contract is due before the new month begins (by close of business on the last day of the month) unless you are on a mid-month to mid-month contract, in which case your payment is due before the 15th of each month. You are "grandfathered" in at your current rate unless you fail to pay by the due date, in which case your contract will renew at a 10% higher rate.
- You are responsible for ensuring that ALL of your organization's staff are aware of the requirements on the previous page (we recommend putting an initialed copy of that page in the employee's records as proof that they were made aware of their responsibilities, and that they be reminded of them periodically). We will remind users when we see a problem, but it is ultimately your responsibility.
- You are responsible for requesting that new users be added and deleted as needed. There are fillable PDF forms available for this purpose, which we would be happy to provide if you want them. The information we need includes things like: their email address (which will also be their login), password (a strong one), permissions to data folders and which computers they will use.

Final thoughts: JPCI is able to provide unlimited flat-rate tech support because we have well thought out systems in place that allow us to be very efficient. These systems are the reason we're so picky about everybody doing their part, and include things like:

- Our support ticket system, which allows all technicians to receive simultaneous alerts that support is needed and saves cost because techs can work on several tickets simultaneously using multiple screens. This saves us the cost of hiring a receptionist to answer phone calls... a savings we pass on to the client.
- Automated scripting that notifies us when your system has been attacked or a process has failed... reminds us when a ticket is overdue based on the priority it was initially assigned... automatically pushes out updates and security patches for over 80 products every day at 3am... and more!
- A standardized set of protocols that are used across all clients so anything that's even remotely out of place sticks out like a sore thumb (this has taken decades to fine-tune and is one of the things that puts us way ahead of the competition... we often know you have a problem before you do).

The All-Important Signatures:

John Peterson

(for JPCI)

(for)