

Preventive

Maintenance Plan



“Take good care of your PC, and it will take good care of you.” It’s a nice sentiment, but in reality, it’s more like “Take good care of your PC, and it won’t crash, lose your data, and cost you time and money.”

Remember, it’s not just your computer that’s important, but also the data you have on it. Trust the professionals at SecondRing to preserve and maintain your computer systems and critical business / personal data.

SecondRing Computer Services
12932 SE Kent-Kangley Road #111
Kent, WA 98030
Phone: (253) 235-2058
Email: support@secondring.com

✓ Remote Technical Support

Remote technical support for software installation, troubleshooting and diagnostics.

- All Preventive Maintenance Plan Subscribers get **20% off** remote and on-site technical support
- Printer installation and networking
- Remote access and data sharing/syncing
- Web hosting and email services support

✓ Managed Data Backup

Backup your critical data files remotely any time (emails, documents, spreadsheets, pictures or any other data) to a managed and secure datacenter (up to 10 gb).

- Powerful - Unlimited version history allows you to recover any version of a file from any given backup date.
- Secure - Triple-tiered encryption system which encrypts data on the computer, again in transit and finally when at rest in storage.
- Simple - One-Click File Sharing lets you to share file with anyone with an email address.

✓ Anti-Spyware / Anti-Virus

Remote diagnostic and removal of spyware or virus infected systems.

- Full version of Anti-MalwareBytes Software installed (\$25 value)
- Full version of Anti-Virus Software (Norton 360, AVG, Avira, etc) (up to \$50 value)
- “Remote Support” for Spyware and Virus removal included.

\$34⁹⁵

per month (up to 3 PCs)*

- * Low monthly billing
- * Annual contract discount
- * Custom packages available

For more information, please visit us at www.SecondRing.com

Terms of Preventive+ Maintenance Plan Services Agreement

5/2011

DESCRIPTION OF SERVICES:

SECONDRING Computer Services (SRCS) will provide to Client the following services (collectively, the "Services"):

Preventive + Plan Services for up to three (3) Windows Based computers. **Windows Server systems are excluded and require a custom Preventive Maintenance Plan. Please contact SecondRing for a custom quote.** All additional computers require an additional charge to be determined by SRCS. All computers serviced must be running Windows XP SP2 or later.

SERVICES COVERED AND NOT COVERED:

SECONDRING's "Preventive + Plan" covers all of our services for said plan described on our site; including all necessary software and limited hardware problem diagnosis/configuration. This plan covers remote support service through a high-speed internet connection as well as phone support only. Any onsite service will be an additional fee. Such onsite service may be discounted at the discretion of SRCS, and any discount is limited solely to computer issues that cannot be resolved over the internet or by phone. The Preventive + Plan does not cover any hardware replacement costs.

PAYMENT:

Client agrees to pay an initial setup fee which includes the first month of service. Client will be billed a monthly fee on or near the 1st of each month or anniversary date of your annual payment plan. If for any reason payment becomes fifteen (15) days past due, your account will incur a \$10.00 late fee. If your account becomes thirty (30) days past due, the total remaining balance of your contract amount is due in full, and interest shall accrue at 12% per annum, compounded daily. All payments are non-refundable.

TERM:

This Agreement will remain in effect for a period equal to your monthly or annual agreement and is non-refundable. This Agreement constitutes the initial term. This Agreement shall automatically be renewed as month-to-month basis following the initial term unless either party notifies the other party regarding non-renewal thirty (30) days prior to the expiration of the term. Pre-Pay Premium Memberships are automatically renewed on the anniversary date of initial setup. Month-to-month billing plans require a minimum of six (6) month contract for service. Annual billing plans required a one (1) year contract for service.

An early termination fee of 75% of the remaining cost of the term will be charged to Client, as liquidated damages if this Agreement is terminated before the initial term date. SRCS reserves the right to terminate this Agreement at any time at SRCS' sole discretion.

ADDITIONAL COMPUTERS:

Client is able to transfer services from one (1) covered computer to one (1) different computer per year. This is in the event the customer purchases a new computer and wants to transfer services to the new computer. Any additional transfers within any twelve-month period will require a set-up fee of \$69.99 per computer.

INDEMNIFICATION:

Client agrees to indemnify and hold SRCS harmless from all claims, losses, expenses, and/or fees including attorney fees, costs, and judgments that may be asserted against SRCS as a result of SRCS' services under this Agreement.

ENTIRE AGREEMENT:

This Agreement contains the entire agreement of the parties, and there are no other promises or conditions in any other agreement whether oral or written concerning the subject matter of this Agreement. This Agreement supersedes any prior written or oral agreements between the parties and may only be modified in writing signed by SRCS. SRCS reserves the right to amend or alter this Agreement at any time without notice to Client.

GOVERNING LAW:

This Agreement shall be construed in accordance with the laws of the State of Washington without reference to rules regarding the conflict of laws. Any dispute arising out of this Agreement shall be submitted to a state or federal court sitting in Tacoma, WA, which shall have the exclusive jurisdiction regarding the dispute and to whose jurisdiction the parties irrevocably submit. Each party shall comply with all applicable laws and regulations in the course of performing under this Agreement.

Terms and Conditions subject to change without notice. Please review them periodically for any updates or changes.