



North Coast Technology Group
 P.O. Box 385
 Bellevue, Ohio 44811
 419-680-8292

Technology Support Agreement

Keeping your business's technology infrastructure up and running smoothly and efficiently is one of the most effective ways to reduce overhead cost while increasing your profit margin. North Coast Technology Group will design and tailor technology support based on the requirements of your business. Our goal is to provide the highest level of technical expertise along with efficient support at a reduced cost for frequent customers.

Services Included:

- Technical Support
- Repair / Troubleshooting
- New computer setup
- Network maintenance and troubleshooting
- Wireless / Remote access setup, maintenance
- Outside vendor / service coordination
- Virus / Spyware removal
- Technology training
- Website maintenance programming
- Software installations / upgrades
- Hardware installations / upgrades
- Server setup and maintenance
- Security maintenance and planning
- Third party software support
- Automated backups
- MS Office custom design and programming
- Technology inventory management
- Software maintenance programming

Notes: ½ hour minimum. **Hours purchased do not expire.**

Pay as you go	Level 1	Level 2	Level 3
✓ \$100/hr (1 tech)	✓ 10 service hours	✓ 20 service hours	✓ 40 service hours
	✓ 2% discount	✓ 4% discount	✓ 8% discount
Subtotal: \$ 100.00	Subtotal: \$ 980.00	Subtotal: \$ 1,920.00	Subtotal: \$ 3,680.00
Sales Tax: \$ 7.25	Sales Tax: \$ 71.05	Sales Tax: \$ 139.20	Sales tax: \$ 326.25
Total: \$ 107.25	Total: \$ 1051.05	Total: \$ 2,059.20	Total: \$ 3,946.80

↑ Please initial the box indicating the level of service you are purchasing. ↑
 An invoice confirming receipt will be sent to the email address listed below.

Lee Beckman
 Project Manager
 North Coast Technology Group
 (419) 217-2090
 lbeckman@nctechgroup.com

Date: _____

Company: _____

Email: _____

Signature: _____