



IT Network Support/Service Agreement

Big Dog SBS, LLC
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support@BigDogIT.com

This Service Agreement between _____ (“Customer”) and Big Dog SBS, LLC (BDSBS) is in lieu of a Statement of Work. This specifies BDSBS’s rates and business hours. By signing this agreement the Customer agrees to pay for services, fees, or equipment according to the specified terms. This Service Agreement allows for issues to be added to our support ticketing log for telephone, email, chat, or site visit support for Customer’s computer system. This agreement remains effective unless BDSBS rates or support hours change.

The purpose of this agreement is to authorize BDSBS to provide services for the Customer at the terms and rates listed. Services performed under this agreement will be scheduled at Customer’s request based on BDSBS availability. Prices are exclusive of sales tax. Customer acknowledges and agrees that BDSBS is a provider of services only, and is not an insurer or guarantor of any kind or nature. In no event will BDSBS or its agents be liable to Customer or any other person or entity for any loss or interruption of business, nor for expenses, costs, claims, actions, or causes of action or any damages whether indirect, incidental, special, consequential or otherwise including, but not limited to, loss of revenue or profit, lost or damaged data or other commercial or economic loss, whether or not foreseeable. This agreement is effective for 1 year or earlier if BDSBS’s rates or terms change.

While this type of support does not include regular monitoring recommended for large networks, it does suit many businesses. With a practical approach to technology, Big Dog IT can support your IT needs.

Business Basic – no monthly contract required

- Hourly billing, Net Now, payable upon receipt of invoice.
- Late fees apply to invoices not paid within 10 days
- Site visits 1 hour minimum with travel time
- Does not include response time guarantee
- Can be combined with monitoring or data backup (separate fee)
- Annual system review and planning upon request (separate fee)
- Invoices are payable by check or credit card (Visa, MC, Disc)

Service Descriptions and Rates – please contact us for current rates – hourly or monthly

M-F, 8am – 5pm	Telephone/ Remote Support/ Site Visits	Billed at 15 minute increments
Saturday	Telephone/ Remote Support	1 hour minimum*
Saturday	Site visits	4 hour minimum*
Sunday, Holiday	Telephone/ Remote Support/ Site visits	4 hour minimum*

*Travel time is billed for site visits on Saturday, Sunday, and Holidays – ask for current rate.

Customer: the individual signing this agreement warrants that s/he is authorized to sign this agreement on behalf of the Customer.

Company Name: _____
 Address: _____

Contact Name _____
 Phone _____
 Fax _____
 Email _____

AGREED and ACCEPTED

Signed by _____

Date _____

Printed _____