

Your Company

123 Your Street
Your City, ST 12345
(123) 456 - 7890

Support Agreement

Month Day, 2020

Parties

This agreement is dated and in effect as of XX day of Month , 2020, by Rooted Consulting LLC, hereafter referred to as CONSULTANT and _____, hereafter referred to as CLIENT.

Services

Reference Service Level Agreement.

Schedule

This contract will begin Month Day 2020 through Month Day 2021 and auto-renew on a yearly basis. This support agreement will be on a monthly billing cycle beginning Month Day, 2019.

Type Of Contract

Support Agreement

Philosophy

- A support agreement allows Rooted Consulting, LLC to support customers as they implement the technology. Hours are a pre-set amount of time agreed upon by Rooted Consulting and Client. RooteCare Monitoring and support tickets drive the consultant support delivery. Time will be split between Onsite support and FLEXdesk (remote helpdesk support). We are not managed services. We simply provided support, mitigate and remediate your technical issues.

Fees

Onboarding:

- One time flat rate fee of \$500 for customer onboarding. This allows us to document and review your environment. Our ability to manage is dependent on this process.

Support Agreement Level:

- **Grey Agreement:** 5-9 Hours billed at **\$135** an hour. With the Grey agreement, we facilitate a **once** a month, one-hour" health check" meeting to review pressing tickets and look out for upcoming technical needs. It's scheduled, in advance, on a consistent day and time and is **no cost to the customer**.
- **Blue Agreement:** 10-19 Hours billed at **\$120** an hour. With the Blue agreement we facilitate a **twice** a month, one-hour" health check" meeting to review pressing tickets and look out for upcoming technical needs. It's scheduled, in advance, on consistent days and times and is **no cost to the customer**.
- **Orange Agreement:** 20+ Hours billed at **\$100** an hour.: With the Orange Agreement, we facilitate a **once** a week, one-hour"health check" meeting to review pressing tickets and look out for upcoming technical needs. It's scheduled, in advance, on a consistent day and time and is **no cost to the customer**.

***Any time above the preset time is considered an overage. Overages are billed at a rate of \$120 an hour.**

Modules (Service, Task and Frequency of dedicated module time)

- Consulting Time: Pre-set time can be set aside for general use to support and deploy technology in customer environments.
- Server Services: Optional dedicated time, per service, to verify server service is configured and running. Time is scheduled in advance on a regular basis and cannot be used for general support. See <http://modules.rootedconsulting.org> for details.
- Network: Optional dedicated time, per network service, to verify the network service is configured and running. Time is scheduled in advance on a regular basis and cannot be used for general support. See <http://modules.rootedconsulting.org> for details.
- Backup: Optional dedicated time, per service, to verify a service is backed up. Time is scheduled in advance on a regular basis and cannot be used for general support. See <http://modules.rootedconsulting.org> for details.
- Security: Optional dedicated time, per service, to perform security audits and penetration testing. Time is scheduled in advance on a regular basis and cannot be used for general support. See <http://modules.rootedconsulting.org> for details.
- Device Management: Optional dedicated time, to leverage a management tool to configure and administer devices. Time is scheduled in advance on a regular basis and cannot be used for general support. See <http://modules.rootedconsulting.org> for details.
- Device monitoring: is a required component of every support agreement. We bill \$10 per month and per client devices and \$50 per server. This will be a separate line item in your billing and is updated monthly based on monitoring client installs.

Quarterly Review:

A Rooted Consulting staff member will meet to discuss how things are going and the quality of service. During that meeting we will review goals, overages and any contract updates we need to make to best serve your needs.

Hourly Rates for Services Not Covered by the Support Agreement:

- Projects will be billed at \$100/ hour with a minimum of 10 hours for the project rate to apply.
- Time overages will be billed at \$120/ hour. (If overages occur consistently, we recommend adjusting the preset hours allotted for your support agreement)

Response Time:

Will respond to tickets within four business hours and aim to schedule an appointment within eight business hours. Business Hours and availability are defined in the Service Level Agreement. These targets may vary based on mutual client/consultant availability but we prioritize support agreement customers.

Payment Terms and Schedule:

- Rooted Consulting will invoice on the 1st of every month. The client will have 15 days to pay invoices with a grace period of 5 business days at which time a 1% finance charge will be added to any outstanding invoices that are not paid within 15 days.
- The client will be notified if the consultant may go over the base support agreement hours. We will aim to notify the client when you have reached 80% of your pre-set time. Client approval will need to be granted, by an authorized agent for the organization, in writing before going over any hours regardless of the state of the work. Email is an acceptable method of approval.

- It will be at the client and the consultant's discretion to bill this time per week or at the end of the month.

Termination of Services:

- If our professional relationship is not mutually beneficial, both the support agreement client and Rooted Consulting LLC has the right to terminate any further services with a **90 day** written notice. In the event of any termination, you remain liable for any fees and costs incurred prior to termination.

Consultant: _____

Rooted Consulting, LLC

Christopher R. Holmes

Title: Chief Executive Officer

Date: _____

Signature: _____

Client:

By: _____

Signature: _____

Print: _____

Title: _____

Date: _____