

CUSTOMER EXPECTATIONS



1. Customer agrees to pay for the block time agreement in advance, and payment will have to be received before any service will be performed.
2. Block time agreements will be available during normal business hours. Normal business hours are Monday through Friday, 8:30am - 5:30pm CST (holiday excluded).
3. Customer agrees that time will be billed a minimum of 1 hour with ½ hour increments to follow.
4. Phone support time will be applied to the block of time hours at ½ hour increments.
5. Remote session support time will be applied to the block of time hours at ½ hour increments.
6. Hours can be used throughout the year; there is no set usage per week or month.
7. Travel time to and from the customer will be applied to the block time hours.
8. All block time agreements are non-refundable.
9. If technician is not available, customers will be contacted with 2 hours from initial call.
10. If customer does NOT utilize all available hours in the 12-month time frame, the remaining balance is forfeited, there will be no carry over.
11. If technical support issues extend beyond the remaining balance of hours, additional hours will be billed at the per hour rate discount determined by the block that was initially purchased.
12. If the block of time has been used fully before the 12-month period expires, a new agreement can be purchased before the 12-month period is up.
13. Customer agrees that Office Advantage shall not be liable for any loss of data, profits, goodwill, or other special, incidental consequential, punitive, direct or indirect damages suffered by customer resulting from said agreement. Office Advantage's maximum liability regardless of the form of action, shall not exceed fees paid by customer.

Customer Signature

Date

Office Advantage Signature

Date