

Sawyer Service Solutions

Technical Support Services Agreement

Client: _____

Effective Date: ____ / ____ / _____

1. Introduction

Sawyer Service Solutions provides as-needed technical and operational support services designed to help organizations maintain stable, reliable, and effective system operations. Services are provided on a best-effort basis and may include troubleshooting, guidance, reporting assistance, operational support, and related technical consulting services.

2. Scope of Support Services

Services may include, but are not limited to:

- Troubleshooting and diagnosing application or system issues
- Assistance identifying and resolving transaction or data issues
- Assistance resolving ledger or bank reconciliation out-of-balance conditions
- Assisting staff with technical questions about system functionality
- Providing guidance on configuration and operational procedures
- Assisting with reporting, data, or integration issues
- Advising on potential system improvements or enhancements
- General technical and operational support services as requested

3. Engagement Model

Services will be provided on an as-needed basis and may include support delivered through email, phone, screen sharing, remote access sessions, or virtual meetings as appropriate.

Remote support sessions may utilize the client's existing remote support tools when available. If the client does not have an available remote support solution, Sawyer Service Solutions may use an alternative remote support method, which may include video conferencing, screen sharing, or other remote assistance tools.

The client is responsible for providing appropriate authorization and access necessary for Sawyer Service Solutions to perform requested support services. Client systems, credentials, and access methods will only be used for the purpose of providing contracted services.

Response Time Goal: Typically within 4 business hours during normal business hours

Work Location: Remote

Minimum Billing Increment: 30 minutes

4. Support Requests

Support requests may be submitted via email or phone. Time spent reviewing, researching, responding to, or resolving support requests will be billed according to the minimum billing increment defined in this agreement.

5. Rate Structure

Hourly Rate: \$100 per hour

Minimum Billing: 30 minutes per request

Availability: As mutually agreed between both parties

Rates may be reviewed periodically and adjusted upon written notice.

6. Invoicing and Payment Terms

Invoices will typically be submitted monthly unless otherwise agreed.

Payment Terms: Net 30 days from invoice date.

Payment Method: Check, ACH, or Electronic Transfer.

7. Term of Agreement

This agreement will begin upon acceptance of this proposal and will continue on an as-needed basis unless terminated by either party with 14 days written notice.

8. Confidentiality

All proprietary information, client data, system information, and business information accessed while providing services will be treated as confidential and will not be disclosed to any third party without authorization.

Sawyer Service Solutions will use reasonable care to protect confidential information provided by the client and will only use such information as necessary to provide contracted services.

9. Ownership and Use of Deliverables

Any custom reports, report designs, scripts, documentation, templates, tools, processes, or other materials created by Sawyer Service Solutions remain the intellectual property of Sawyer Service Solutions unless otherwise agreed to in writing.

Upon payment for completed services, the client receives the right to use the delivered materials for their internal business operations. Deliverables created for one client are intended solely for that client's use and may not be distributed, resold, modified, shared, or provided to other organizations without prior written permission from Sawyer Service Solutions.

Sawyer Service Solutions retains the right to reuse general knowledge, skills, techniques, concepts, and non-client-specific components developed during the course of providing services.

10. Advisory Nature of Services

Support services are provided on a best-effort advisory basis. Final implementation decisions, approvals, operational procedures, and business actions remain the responsibility of the client.

11. Limitation of Liability

Sawyer Service Solutions will perform services in a professional manner consistent with industry standards. However, Sawyer Service Solutions shall not be liable for indirect, incidental, or consequential damages resulting from system outages, data loss, operational interruptions, or third-party software or hardware failures.

12. Independent Contractor Status

Sawyer Service Solutions is acting as an independent contractor and not as an employee, partner, or agent of the client organization.

13. Acceptance

Sawyer Service Solutions

Client

Signature: _____

Signature: _____

Name: Michael Sawyer

Name: _____

Title: Owner

Title: _____

Date: _____

Date: _____