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SERVICE LEVEL AGREEMENT BETWEEN OEM AND XXXXXX

Summary of Service

Introduction

This Service Level Agreement has been prepared to identify the areas of service and responsibility for the provision of support and project work to XXXXXX by OEM Computer Systems. The remainder of this section provides a brief summary of the service.

Service Overview

OEM Computer Systems will provide without limitation the following services:

- Technical support for all IT hardware and software currently in use by XXXXXX. This support will be provided either by an onsite visit or remotely e.g. telephone or remote access via the Internet. In all cases OEM Computer Systems will endeavour to minimise business disruption to XXXXXX.
- Specific service levels will be agreed with the customer, dependant on their requirements. In principle, OEM expects to respond to urgent issues requiring onsite support within 4 hours, and telephone requests within 1 hour.
- Advice on future IT requirements and, if so directed, will carry out any upgrades or improvements that are deemed necessary. In the case of extensive work a variety of options will be presented to XXXXXX along with pricing for each option and a final recommendation.

Any software supplied by OEM Computer Systems will be appropriately licensed and OEM Computer Systems will supply evidence of this. However, OEM Computer Systems will not take responsibility for the licensing of software not provided by it and will therefore accept no liability for such software.

OEM Computer Systems will endeavour to always have the same engineer visiting a customer site, as it believes this provides for a better level of service.

Cost of Service

OEM Computer Systems shall provide detailed invoices including time, date, hours of work spent and nature of work.

Onsite support work will be charged at £# per hour in 30 minute intervals. Telephone or other forms of remote support will be charged at £# per hour in 30 minute intervals.

Confidentiality

Except as contemplated by the terms hereof or as required by applicable law or pursuant to an order of a court with competent jurisdiction, OEM Computer Systems shall ensure and procure that each of its employees, directors, officers, agents or representatives who provide a service to XXXXXXXX shall keep confidential all non-public information provided to it by XXXXXXXX and/or to which it has access as a result of the services provided hereunder and shall not disclose or otherwise make available such information to any third party. OEM Computer Systems agrees to be fully responsible for any breach of this provision by any of its employees, directors, officers, agents or representatives.

Agreement

The representatives below agree this Service Level Agreement between XXXXXXXX and OEM Computer Systems.

Director
On behalf of OEM Computer Systems

Office Manager
On behalf of XXXXXXXX

Date: _____

Date: _____