

### **Software Updates, Anti-Virus, Online Backup \$40.00/month** **Special Annual Rate \$400 - Save \$80**

#### **1. Software Updates**

We'll keep most popular software up to date. Many issues and hacks are the result of out-of-date software. Most people can't tell if a pop-up or update notification is real. Not having updated software exposes your computer and your files. Clicking a scam notification opens you up to viruses and Identity Theft.

#### **2. Security Software**

In addition to your anti-virus software, we add an additional layer of security to make your computer even harder to hack.

#### **3. Online Backup**

We'll make copies of your documents, music and pictures and store them online, in case of computer issues, like hardware failure, hackers or natural disasters. Up to 250 GB included.

### Frequently Asked Questions

#### **Q. I don't want to sign up for a long-term contract. How long is this agreement?**

A. Our agreement is month-to-month. You can stop anytime. If you sign up for the annual plan, our agreement is for 1 year.

#### **Q. How can you offer these services for so little money?**

A. Good question. Most providers charge a lot more. We have priced the services to be a no-brainer for our client base: residential and very small businesses.

Frankly, there is little profit in our plans, but we are willing to trade some profit in exchange for steady income, and the ability to really care for our clients' computers, in a way that's not possible if we only see the computer when there's a problem.

**Q. I have multiple computers. Do they all have to be covered?**

A. No. You can choose which computers to cover. If you choose the annual plan, you can use your free hours on any computer-or even gift some or all hours to a friend.

**Q. Can I pay with check instead of credit card?**

A. Yes, as long as your check is received by the 20<sup>th</sup> of the month prior.

**Q. I'm concerned about my privacy and safety. What steps have you taken to protect me?**

A. We take your privacy and safety very seriously. Our staff and management have all undergone criminal background checks and drug screens to protect you.

**Q. Will you access my computer and files when you perform software updates?**

A. No. Our software agent sends information about what software needs updating, and we instruct the agent to update it from a central dashboard.

If you'd like us to remotely access your computer, we can do that as requested, with you allowing it from your computer, or you can request unattended access.

### **1. Software Updates**

We'll keep most popular software up to date. Many issues and hacks are the result of out-of-date software. Most people don't know if a pop-up or update notification is real. We'll take care of those for you.

**Q. Why do I need this service?**

A. Maintaining and updating your computer software and is a long-standing best practice. All computers need constant software updates, just to keep them protected from the many hacks, viruses and issues that happen due to out-of-date software

**Q. Do you need to have access to my computer to provide this service?**

A. No. Our software agent is installed on your computer and keeps a constant watch over it. Additionally, the agent updates our central computers frequently and alerts us to software that needs an update. We then direct our agent to perform the update.

### **2. Security Software**

**Q. I have virus protection. How is this service different?**

A. In addition to your anti-virus software, we add an additional layer of security to make your computer even harder to hack.

**Q. If I get a virus on my computer, will you repair it as part of this service?**

A. Unfortunately, we can't offer that level of service for such a low fee. If your computer does become infected, we will be happy to assist at our regular rates.

If you choose the annual plan, you can use your free hours for any service.

Note: No software or hardware solution provides 100% protection. Criminals are hard at work every day finding ways to break through even the best defenses.

### **3. Online Backup**

**Q. Why Do I need this service?**

A. Having copies of your documents, pictures and music is critical in case your computer fails, you get hacked or a natural disaster occurs. This is the area where our clients suffer the most when something happens.

We provide a generous 250 GB per computer of online storage. If you need more space to hold your backups, additional storage is just \$5.00 per month, per additional 500 GB.

### **4. Managed Ubiquiti Network**

**Q. Why Do I need this service?**

A. This service is for our clients who have Ubiquiti networking equipment and would like us to manage that equipment. We will update the devices, and attempt to remotely restart any failed devices. This service can save you time and money when equipment problems occur.

# Service Agreement

**Special Annual Rate-Only \$400 (Save \$80)**

**\$40 per computer, per month**

## **Software Updates**

We'll keep most popular software up to date. Plus, our software agent keeps a watchful eye on several important factors that may indicate a problem with your computer.

## **Security Software**

In addition to your anti-virus software, we add an additional layer of security to make your computer even harder to hack.

## **Online Data Backup**

We provide the backup software and monitor your online backups. We will alert you to any backup issues. Up to 250 GB online storage space included per computer.

Storage limit upgrades available for an additional: \$5 per 500 GB, per month.

## **Optional Add-On Service Managed Ubiquiti Network \$20 per month**

We'll remotely update your Ubiquiti device software and attempt to remotely restart any failed or offline devices.

**\*\*Please be aware that if this service is discontinued for any reason, You will incur service fees at our normal hourly rate, to transition the management software to a new device.\*\***

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Client Name

Business Name (if any)

Address

City

ZIPCode

Phone Number

Credit Card #

Exp Date

Security Code

Name On Card

Credit Card Billing Address

City

ZIP Code

Primary Contact Name

Primary Contact Phone

Primary Contact Cell

Primary Contact Email

Secondary Contact Name

Secondary Contact Phone

Secondary Contact Cell

Secondary Contact Email

## Please Indicate Services Desired

# of computers for Software Updates, Security & Online backup x \$40

**Optional Add-On Service**  
Managed Ubiquiti Network \$20

### Total Monthly Service Fees

**Or Choose the Annual Plan and Save \$80.00** **\$400**

### Terms & Conditions Of Service

- **Unless otherwise noted, No labor is included with your service agreement, other than labor to configure & monitor/manage the service. All other service will be billed at our standard rate.**
- **Service fees adjust annually 3%, or the cost of inflation, whichever is higher.**
- Billing is done via credit card in advance on the 20th of the month prior.
- Ad-hoc service is billed to your credit card as the service is provided.
- Lamorinda Technology, Inc. is not responsible for data loss or corruption.
- Lamorinda Technology, Inc. and staff are not security experts. We cannot guarantee your computer and data security. We are only providing other vendors products and monitoring them.
- I agree to indemnify and hold harmless, Lamorinda Technology, Inc., its employees, contractors, and business partners, for any loss of data, security breach losses, lost profits, loss of use, expenses, etc., regardless of cause.
- Venue for any legal action shall be Contra Costa County, California.
- Should any court or entity award damages, I agree that one month service fees is a reasonable estimate of damages, and I agree to accept that amount as full satisfaction of any claim.

Printed Name

Business Name (if any)

Signature

Date

#### **Please return completed form to**

Lamorinda Technology, Inc.  
2405 Positano Avenue  
Brentwood, CA 94513

#### **Questions?**

support@lamorindatechnology.com  
(925) 283-5666