



400 East Pratt Street  
Baltimore, MD 21202  
(410) 539-3737

Professional Information Management

# AGREEMENT FOR TECHNICAL SUPPORT SERVICES

Technical Support #: 1-800-5SYSCOM (1-800-579-7266) then press "4" for Technical Support

## Off-Hours Weekend/Holiday Support Option

SYSCOM is offering an option whereby customers can engage in a special off-hours support agreement **in addition** to an existing Normal Business Hours Support Agreement. A Normal Business Hours Support Agreement must be in place before Off-Hours Weekend/Holiday Support can be offered. Off-Hours Weekend support will be charged at a rate of \$\_\_\_\_\_ per 24 hour period. Holiday Support will be charged at a rate of \$\_\_\_\_\_ per 24 hour period. Syscom will provide 24 hour pager coverage. In addition to the 24 hour charge, each call received will be charged 1 1/2 times your existing Technical Support Agreement rate at a minimum of one half hour per incident.

Please sign this form and **FAX** to:

**SYSCOM Inc.**  
**Fax: (410) 837-9535**  
**Attn: Support Center**

**COMPANY NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**FAX NUMBER:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**AUTHORIZED BY:** \_\_\_\_\_

**PRINTED NAME:** \_\_\_\_\_

**Purchase Order #:** \_\_\_\_\_ **(Optional)**

**TODAY'S DATE:** \_\_\_\_\_

**DATE OF SERVICE:** \_\_\_\_\_ **Time Period:** \_\_\_\_\_

**(24 hour pager coverage)**

**Syscom, Inc.**

**BY:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Existing Contract Rate: \$** \_\_\_\_\_

**\*Holiday Rate: \$** \_\_\_\_\_

**\*Charged only if calls are received.**

**Technician:** \_\_\_\_\_

**Pager Number:** \_\_\_\_\_

In signing this form you have indicated your acceptance to engage in an Off-hours Weekend/Holiday Technical Support Agreement and support will be provided immediately.

An invoice will be generated and payment is due 30 days from the invoice date.

If the incident reported by the customer falls under the respective product maintenance contract, the time associated with the incident will not be charged. The individual Syscom Account Product Manager determines this.

Please refer to Syscom's General Technical Support Services Program, Terms and Guidelines, for standard technical support services provided.

You will be notified prior to "Date of Service" requested with a contact name and pager number.