

# IT Support Services Engagement Letter

Date: [Insert Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

Dear [Client Name],

We are pleased to confirm our engagement to provide IT support services for your organization. This letter outlines the scope of services, responsibilities, and terms of our engagement.

## Scope of Services

Our services will include, but are not limited to:

- Helpdesk support for technical issues
- Network management and security
- Software installation and troubleshooting
- Backup and disaster recovery solutions
- Regular system maintenance and updates

## Responsibilities

We will assign a dedicated team to ensure efficient service delivery. Your responsibilities will include providing access to systems and timely communication of issues.

## Engagement Terms

The engagement will commence on [Start Date] and will continue until terminated by either party with [x] days written notice. Our fees will be billed at [Rate] per hour, with a minimum billing of [Minimum Hours] per call.

Please sign below to indicate your acceptance of this engagement. We look forward to a productive partnership.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

Accepted by:

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[Client Name]