

# IT Support Services Understanding

Date: [Insert Date]

To: [Client's Name]

From: [Your Company Name]

Subject: Understanding of IT Support Services

Dear [Client's Name],

We appreciate the opportunity to provide IT support services to [Client's Company Name]. This letter serves to outline our mutual understanding of the scope and expectations of the services we will provide.

## Scope of Services

Our IT support services will include:

- Help Desk Support
- Network Management
- Software Installation and Maintenance
- Data Backup and Recovery
- Security Monitoring and Troubleshooting

## Response Times

We will ensure the following response times for support requests:

- Critical Issues: 1 Hour
- High Priority Issues: 4 Hours
- Medium Priority Issues: 1 Business Day
- Low Priority Issues: 3 Business Days

## Communication

All communications will be conducted through our support ticket system and email. Regular check-ins will be scheduled to review progress and address any concerns.

## Terms and Conditions

All services will be provided in accordance with the terms agreed upon in our service-level agreement (SLA).

We look forward to a successful partnership in providing IT support services to [Client's Company Name]. If you have any questions or require further clarification, please feel free to contact us.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]