

Dedicated Technical Support Agreement

Date: [Insert Date]

To: [Client Name]

[Client Address]

[City, State, Zip Code]

Dear [Client Name],

We are pleased to enter into this Dedicated Technical Support Agreement (the "Agreement") with [Client Name] to provide a level of support tailored to your specific needs.

1. Scope of Services

The Technical Support Services under this Agreement include:

- 24/7 Help Desk Support
- On-site Support Services
- Remote Access Assistance
- Regular System Health Checks

2. Service Level Agreement

Our commitment includes:

- Response Time: [Specify Time]
- Resolution Time: [Specify Time]
- Uptime Guarantee: [Specify Percentage]

3. Fees and Payment

The fees for the Dedicated Technical Support Services are as follows:

- Monthly Fee: [Specify Amount]
- Annual Fee: [Specify Amount with Discount]

4. Term of Agreement

This Agreement will commence on [Start Date] and will continue for a period of [Duration] unless terminated in accordance with the provisions herein.

5. Termination

Either party may terminate this Agreement with [Notice Period] written notice to the other party.

We appreciate the opportunity to support your technical needs and look forward to a successful partnership. Please sign and return a copy of this Agreement to acknowledge your acceptance.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Address]

[Your Phone Number]

Accepted and Agreed:

[Client Name]

Date: _____