

# System Maintenance and Support Agreement

Date: [Insert Date]

To: [Recipient Name]

Company: [Recipient Company]

Address: [Recipient Address]

Dear [Recipient Name],

We are pleased to present this System Maintenance and Support Agreement between [Your Company Name] and [Recipient Company]. This agreement outlines the terms and conditions under which we will provide maintenance and support services for your system.

## 1. Scope of Services

The services covered under this agreement include:

- Regular system updates and upgrades
- Technical support during business hours
- Emergency support outside of business hours
- Performance monitoring and optimization

## 2. Duration

This agreement is effective from [Start Date] to [End Date], with the option to renew upon mutual agreement.

## 3. Fees

The fees for the services provided under this agreement are as follows:

- Monthly Maintenance Fee: \$[Amount]
- Hourly Support Rate: \$[Amount]

## 4. Responsibilities

Both parties agree to the following responsibilities:

- [Your Company Name] will ensure timely response and resolution of issues.
- [Recipient Company] will provide necessary access to systems and resources.

Please confirm your acceptance of this agreement by signing below.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

Accepted by:

[Recipient Name] \_\_\_\_\_ Date: \_\_\_\_\_