

Service Terms Agreement

Date: [Insert Date]

To: [Client Name]

[Client Address]

Subject: IT Support Service Terms

Dear [Client Name],

We are pleased to outline the terms of service for IT support provided by [Your Company Name]. This agreement will serve as a guideline for the services offered to ensure clarity and satisfaction for both parties.

1. Services Provided

- Technical support and troubleshooting.
- Network setup and management.
- Software installation and updates.
- Data backup and recovery services.

2. Service Hours

Support is available during the following hours: [Insert Hours of Operation]. Emergency support may be requested outside these hours at an additional charge.

3. Fees and Payment Terms

The hourly rate for our services is [Insert Rate] to be billed monthly. Payments are due within [Insert Payment Terms] days of invoice receipt.

4. Confidentiality

Both parties agree to keep confidential information private and not disclose it to any third parties without prior consent.

5. Termination

This agreement can be terminated by either party with [Insert Notice Period] written notice.

Should you have any questions or require further information, please do not hesitate to contact us.

Thank you for choosing [Your Company Name] for your IT support needs. We look forward to a successful partnership.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]