

**Service Level Agreement (SLA)
Terms and Conditions**



WebKraft
112 NE 6th Ave.
Williston, Fl. 32696

**Computer and Network Systems
Service Level Agreement (SLA)**

This Agreement entered into on this _____ day of _____ 20____ by and between WebKraft LLC, herein after referred to as **WebKraft**, with offices located in Williston, Florida and _____ a _____ (Corporation, LLC, Partnership) herein after referred to as **Client**.

RECITALS

Whereas **WebKraft** is an IT Company validly existing and in good standing under the laws of the State of Florida, with power to carry on its business as it is now being conducted.

Whereas **Client** is a _____ doing business in Florida and is in need of IT services and whereas Client desires to retain WebKraft to service Client under the following terms and conditions:

AGREEMENT

This Agreement is for onsite and possibly remote Corporate Support services provided for the offices, or building of Client, Located at: _____

Any discounts offered under this Agreement are not transferrable and cannot be extended to other businesses or entities.

WebKraft shall provide to Client Support which includes, but is not limited to the following:

1. This Agreement may be used toward corporate computer and network support for Client at the office location documented in this contract ONLY. Any other Client locations that need service will be covered under our standard hourly rate policy and will be billed accordingly. The list of services provide below is our standard list and may be modified to suit the needs of the Client.

- 1.1. Troubleshooting of reported computer or network problems
- 1.2. Installing and configuring computers, operating systems, application software etc.
- 1.3. Remote support
- 1.4. User access addition(s) / removal(s)
- 1.5. Office automation and technology integration, long-term planning, technology consultation
- 1.6. Computer network asset documentation and acquisition services

1.7. Server and Network security services, network optimization services and Firewalls

2. Additional Support services including, but is not limited to the following may be contracted by client and will be quoted and billed separately:

- 2.1. Structured Wiring and network physical infrastructure
- 2.2 Planning Service Level Agreement (SLA)
- 2.3 Design
- 2.4 Installation and troubleshooting services
- 2.5 *WebKloud* Services
- 2.6 Firewall installation and maintenance

This Agreement includes descriptions of types of Support and the applicable rate structures. New services, and some specific services not explicitly described here may be priced separately than rates described herein. Services requiring their own rate structure will be defined and approved of by Client prior to commencing.

SUPPORT TYPES

Client shall have the right to purchase from WebKraft the Support type it desires, which include the following:

1. Standard Support / Remote Support
2. Premium Support
3. Consulting Services / Project Management
4. Managed Services
5. Travel Fees

SUPPORT PLAN OPTIONS

1. Corporate Standard Support / Remote Support

- 1.1. The rate for Corporate Standard Support based on the support level the Client chooses found in Appendix A.
- 1.2. Corporate Standard Support is provided by appointment, Monday - Friday from 8 AM to 5 PM (EST).
- 1.3. Corporate Standard Support appointments are scheduled in either the AM (before noon) or PM (after noon) time slots, usually within 2 business days, as call volume and technician availability allows.
 - 1.3.1. Corporate Standard Support may be provided onsite or by working remotely.
 - 1.3.2. If a technician is required onsite an additional flat-rate Travel Fee will be applied as defined in Appendix A.
 - 1.3.3. Standard Corporate on-site Support is billed in one-hour (1) increments for initial hour and half hours (1/2) thereafter.
 - 1.3.4. Remote support is billed in one half (1/2) hour increments after the first hour.
 - 1.3.5. All on-going work is billed at actual time over-riding time minimums.

- 1.3.6. Generally WebKraft will strive to provide the most responsive support to all incoming requests, and therefore clients may receive quicker response to Corporate Standard Support requests during periods of low call volume. This is done in the interest of good Client service and in no way implies WebKraft will always be able, or obligated to deliver immediate resolutions to requests at the Corporate Standard Support rate. All business customers with an SLA get first First priority followed by non contracted business customers.

Service Level Agreement (SLA) Terms and Conditions

2. Corporate Premium Support

- 2.1. The rate for Corporate Premium Support is based on the support level the Client chooses found in Appendix A.
- 2.2. Corporate Premium Support applies to requests made for support outside of Monday - Friday from 8 AM to 5 PM (EST). Corporate Premium Support also applies to unscheduled requests for immediate response (typically due to Mission Critical situations). Clients demanding an immediate same day support which diverts technicians from other already scheduled tasks will be billed for Corporate Premium Support.
- 2.3. Corporate Premium Support is available 24 hours a day 7 days a week.
- 2.4. Corporate Premium Support may be provided onsite or by working remotely.
- 2.5. If a technician is required onsite an additional flat-rate Travel Fee will be applied as defined in Appendix A.
- 2.6. Corporate Premium on-site Support is billed in one-hour (1) increments for initial hour and half hour (1/2) increments thereafter with a two (2) hour minimum.
- 2.7. Remote support is billed in one half hour (1/2) increments after the first hour.
- 2.8. All on-going work for the same issue is billed at actual time over-riding all time minimums.

3. Consulting Service / Project Management

The rate for Consulting Services / Project Management is based on the support level the Client chooses found in Appendix A.

- 3.1. Consulting Services: WebKraft advises either the client or vendor regarding but not limited to the following: new hardware/software selection or general questions answered via phone or e-mail about technology.
- 3.2. Project Management: WebKraft manages IT moves between buildings, entities, consolidations and new acquisitions requiring IT management of any sort.

4. Managed Services

- 4.1. The rate for Managed Services is based on the support level the Client chooses found in Appendix A.
- 4.2. Managed Services: All labor charges for **WebKloud** Services including Web Hosting, E-mail Hosting, Virtual Machines, Remote Backup and Storage etc are defined by other signed agreements and shall be billed as such. **Custom Firewalls are considered to be Managed Services.**

5. Travel Fees

- 5.1. A flat fee Travel Fee is applied per-technician, per-visit as defined in Appendix A.
- 5.2. No travel fees required if service location is less than 10 miles from WebKraft office.

Support Plans

1. **Break / Fix (Pay as you go, Standard or Premium Support)**

Credit Card on file or Prepayment

2. **WebKraft PMP (Preventative Maintenance Plan)**

Credit Card on file or Prepayment

1. **Break / Fix**

1.1. **Pay as you go for IT support as needed.**

1.2. Target response time is 24-48 hours for support with Standard Support and the Customer associated Rate structure.

1.3. Two (2) Hour onsite response time with Premium Support at the Customer associated Rate Structure.

1.4. Can lead to highly volatile situations as customers call typically when things are broken requiring Premium Support.

2. **WebKraft PMP (Preventative Maintenance Plan)**

2.1. **WebKraft– Level One**

2.1.1. Includes six (6) hours of Support per month – Typically allocated as:

2.1.1.1. Required: Two hours allocated for critical system updates and management of server and/or desktop workstations (Disk Cleanup and Defragmentation included).

2.1.1.2. Specialty and 3rd Party software may need to be updated via scheduled bi-weekly visits.

2.1.1.3. Four hours on-site in bi-weekly scheduled visits or divided up as customer needs mandate to address 3rd Party Software updates and/or User issues.

2.1.1.4. Bi-weekly site visits may be canceled the day before their scheduled time and added to another scheduled visit in the same calendar month.

2.1.1.5. Monthly pre-purchased hours do not accrue; hours expire on the last day of the calendar month if not used.

2.1.2. **Service Contract Fees – Paid Prior to Month**

2.1.2.1. Requires a service contract with a minimum of \$450/month guarantee.

2.1.2.2. Managed Software fee is \$50 per machine per year additional.

2.1.2.3. Travel Fees are included for up to two (2) scheduled visits per month.

2.1.2.4. Travel fees apply to all other visits after the first four (4) trips in a month.

2.1.3. If additional hours greater than the included six (6) hours are required, standard rates apply as found in Exhibit A operating in either a break/fix or pre-payment.

2.1.4. WebKraft may install 3rd Party Application(s) to assist in the management and support of the Client's server(s)/workstation(s) environment with the consent of the Client.

2.2. **WebKraft – Level Two**

2.2.1. Includes ten (10) hours of Support per month – Typically allocated as:

2.2.1.1. Required: Two hours for critical system updates and management of server and/or desktop workstations (Disk Cleanup and Defragmentation included).

2.2.1.2. Specialty and 3rd Party software may need to be updated via scheduled weekly/bi-weekly visits.

2.2.1.3. A maximum of four (4) site visits per month or divided up as customer needs mandate to address 3rd Party Software updates and/or User issues.

- 2.2.1.4. Weekly or Bi-Weekly site visits may be canceled the day before their scheduled time and added to another scheduled visit in the same calendar month.
- 2.2.1.5. Monthly pre-purchased hours do not accrue; hours expire on the last day of the calendar month if not used.
- 2.2.2. Service Contract Fees – Paid Prior to Month
 - 2.2.2.1. Requires a service contract with a minimum of \$750/month guarantee.
 - 2.2.2.2. Managed Software fee is \$50 per machine per year additional.
 - 2.2.2.3. Travel Fees are included for up to four scheduled visits per month.
 - 2.2.2.4. Travel Fees apply to all other visits after the first six (6) per month.
- 2.2.3. If additional hours greater than the included ten (10) hours is require, standard rates apply as found in Exhibit A operating in either a break/fix or pre-payment.
- 2.2.4. WebKraft may install 3rd Party Application(s) to assist in the management and support of the Client's server(s)/workstation(s) environment with permission of the Client.

PAYMENTS

1. Payments by Client to WebKraft shall be prompt and Client shall pay under one of the following plans:
 - 1.1. Credit Card on file
 - 1.2. A predetermined Prepayment amount as outlined in Appendix A.
 - 1.3. Signed addendum stating some other form of acceptable payment.
2. Rates are outlined herein and in Appendix A.
3. A \$35 late fee is added to all corporate payments in addition to 18% interest (compounded annually).
4. If mailed payments are required, payments shall be mailed to the address on the invoice:
WebKraft 112 NE 6th Ave. Williston, Florida. 32696.

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1. Billable time begins upon arrival at location for on-site work or upon the beginning of Phone call or Remote Session.
2. Work cancellation requests for corporate Clients within 48 hours are subject to a cancellation fee the higher of \$100 or 10% of the original estimate.
3. Invoices are sent via E-mail with one or more of the following options applied by WebKraft:
 - 3.1. Within 7 days after support session. This applies to Customers typically in a Break / Fix environment.
 - 3.2. Monthly summary invoice: This applies to Customers typically who have a Credit Card on File or have elected prepaid payment options.
 - 3.3. Progress billing consisting of large projects over one week in duration may incur progress billing for all costs and labor incurred to that date.
4. After 15 days of receiving an invoice amounts due are automatically charged against your Credit Card on file or your Prepayment balance. All billing disputes must be made within 15 days prior to invoice due date via email using ***billing@webkraft.net***.

5. Prepaid Support Clients may receive upon request a weekly summary from WebKraft of billable work performed the prior week under this support contract with an indication of balance remaining in Prepayment account.

6. Prepayment Options, Discounts, Applicable Rates (All prepaid clients are automatically enrolled in the WebKraft IT Preventative Maintenance Plan as indicated under WebKraft Support Types).

6.1. WebKraft provides discounts for prepaid support. Discounts apply to Corporate Standard Support and Premium Corporate Support

6.2. Corporate Standard Support can be provided at a discounted rate as described in Appendix A when Prepaid, and purchased for the equivalent of forty (40) eighty (80) one-hundred twenty (120) or more hours. WebKraft provides discounts for prepaid support. Discounts apply to Corporate Standard Support and Premium Corporate Support

6.3. Remote, phone and email Support, can be provided at a discounted rate as described in Appendix A when Prepaid, and purchased for the equivalent of forty (40) eighty (80) one-hundred twenty (120) or more hours.

6.4. Any Corporate Premium Support necessary at client location shall be provided at a discounted rate of \$112/hour, and shall be deducted from the prepaid balance.

6.5. Discounts do not apply to software and hardware purchased through WebKraft, as these are generally provided at or near cost as a service to clients.

6.6. Discounts do not apply to travel fees. Each technician dispatched to client location will require a \$35.00 travel fee, per technician, per visit.

6.7. Travel fees will be deducted from prepaid amount balance

6.8. When prepaid support balance reaches five hundred dollars (\$500.00), prepayment can be renewed, or allowed to expire. If allowed to expire, subsequent Corporate Support will be billed at the regular, undiscounted hourly rates.

6.9. Prepayment amounts outside of this contract never expire and are held in escrow.

6.10. All amounts referenced are in U.S. Dollar

7. Termination of Prepayment Service Support Option Agreement can be terminated at any time, and the following will apply:

7.1. All administrative passwords and proprietary Client data and infrastructure notes including but not limited to user names and passwords will be turned over to Client upon request, within 72 hours of written notice of intent to terminate the SLA. These requests must be sent to allen@webkraft.net. No Client information will be surrendered if outstanding amounts are due on the Client account.

7.2. All final amounts due at Agreement termination are due via check (not credit card) prior to any disbursements of Client data or infrastructure notes including but not limited to user name and passwords.

7.3. Upon notice of intent to terminate a Prepaid Agreement any unused balance of funds shall be returned to Client within 30 days of termination, to allow time for all pending time slips to be reviewed and processed against the balance or service rendered.

7.4. Upon notification of termination of a Prepaid Agreement all discounted rates for prior and subsequent support work not yet billed will revert back to the normal, undiscounted rate structure, including labor necessary to compile and return Client data, the later of which is not to exceed 2 hours.

7.5. If a Client has a balance due at the time of termination of a Prepaid Agreement, said amount due is the refund amount minus all hours used during the contract billed at normal, non contracted rates.

7.6. WebKraft can terminate all Prepaid Agreements at anytime refunding all unused funds at Client discounted subscribed rate.

7.7. Subscribed prepaid client rates are set by WebKraft and determined by the Client as referenced in Exhibit A. For rate clarification if needed a subsequent signed addendum may coincide for determining prepaid Amounts when the customer changes the rate structure via new Prepayment amount.

7.8. Email confirmation shall suffice in lieu of a signed renewal or updated SLA or addendum.

SUPPORT TERM

1. The initial term of this contract is twelve (12) months from the first day of the month following the date of signing. This contract will auto renew at the end of the initial term for an additional twelve (12) months unless the Client submits their request for non renewal in writing within (60) days of the last day of the last month the contract is in force. Failure to cancel contract in writing within this time period results in a penalty equal to three months of the annual contract amount plus any unpaid months remaining on the current contract. This final payment is then due within thirty (30) days of contract cancellation.

SUPPORT REQUESTS & TIME

1. Requesting Support and Scheduled Appointments

1.1. All Clients should call our office at **352.529.0400** for any type of service during normal business hours. Clients should call our after hours support number at **352.577.5679** and send an email to trouble@webkraft.info in the event a person does not answer our business line. This procedure will ensure the technician on call will be notified as soon as possible.

2. Escalation request from Corporate Standard Support to Corporate Premium Support

2.1. Clients requesting same day support or requests for immediate assistance for a Non-Mission Critical event would qualify as Corporate Premium Support.

2.2. Generally WebKraft will strive to provide the most responsive support to all incoming requests, and therefore clients may receive quicker response to Corporate Standard Support requests during periods of low volume. This is done in the interest of good Client service and in no way implies WebKraft will always be able, or obligated to deliver immediate resolutions to requests at the Corporate Standard Support rate.

3. After Business Hours Support, Weekend Support and Time Commitments

Unscheduled support provided after Standard Support hours and/or weekends qualifies as Corporate Premium Support unless confirmed in writing, e-mail, or quote.

4. Requests for Corporate Premium Support

Corporate Premium Support calls are confirmed within 1 hour of receipt and can be made by telephone to the main WebKraft support number (**352.529.0400**). If there is no answer at our main number or it is after hours please call our after hours support line at **352.577.5679** and email us at trouble@webkraft.info. The technician on call will be notified. The time target window for an on-site technician visit is 2 hours after response is confirmed.

5. Time

- 5.1. It is assumed that all time spent in dialogue with a customer experiencing an issue or seeking Technical questions of any kind via phone, email or onsite may be invoiced.
- 5.2. Upon support request and immediate attempt to resolve client issue(s) remotely and/or further information may be gathered by our techs and is billed in actual on going time with a maximum Remote Support (Standard or Premium) attempt of one half hour (.5). A site visit may be deemed necessary and subsequent charges invoiced.

DEFINITION OF MISSION CRITICAL & RESULTING CONSEQUENCES

1. **Non-Mission Critical:** When a non-Mission Critical event occurs which includes most issues, such as an offline workstation (where other workstations are available for use), offline workstation printer (where other printers are present), remote user issues, and automatic backup issues.
2. **Mission Critical Situations:** These are defined as causing major, widespread disruption of office activities, such as an offline server, general network outage, e-mail server outage, office wide virus activity, or loss of printing capabilities from all user workstations. WebKraft may treat these events as Mission Critical and will respond with a Premium Corporate Support response. Confirmation by telephone of the support request will be made to the Customer, and a targeted on-site response time of 2 hours after initial confirmation via Customer being called back from WebKraft. [i.e. initial call received and confirmed via WebKraft call to Customer at 11:00 a.m. resulting in a WebKraft technician on-site by 1:00 p.m.]
 - 2.1. When a Mission Critical event(s) occur a phone call to **352.529.0400** is required. If After hours call **352.577.5769** leave a voice message with description of the problem and the best callback number. An alternative method of contact is available in the form of an e-mail to trouble@webkraft.info with a description of the problem and the best callback number. WebKraft will respond with a confirmation of a Mission Critical event within one hour of the initial request being received and a site visit 2 hours thereafter if needed.
 - 2.2. Clients asking for a priority response for non-Mission-Critical issues, including sameday onsite technician visit or technician response at a specific time, including responding with support outside of Monday through Friday from 8 a.m. to 5 p.m. (EST) may be billed for Corporate Premium Support rates.

CONFIDENTIALITY, SECURITY AND DATA INTEGRITY

1. WebKraft may identify security risks, breaches, or other liabilities and make specific recommendations in writing for the resolution of these risks. WebKraft cannot be held responsible for exploited security threats.
2. WebKraft accepts no responsibility or liability for lost, missing, or corrupted data caused by viruses, worms, unauthorized user activity (hacking), and the like. From time to time WebKraft may identify specific and threats and may recommend and undertake immediate action to protect Client networks without prior authorization. While this is rare, notice of this action will be given in the earliest reasonable time after the work occurred, including details of what the specific issue was and why immediate action was necessary. Corporate Standard Support services given to intervene or remediate

these issues are billable activities for which Client assumes responsibility of payment not to exceed two (2) hours of Standard Support in one (1) month.

3. In order to provide Support Services as described herein, WebKraft technicians will necessarily be privy to and have access to sensitive Client firm data files and other sensitive information. WebKraft agrees to take all reasonable measures to keep all files, client information, passwords, and any other proprietary client data secure and confidential. WebKraft will not delete, remove or alter client data files.

4. When it becomes necessary for WebKraft to remove hardware offsite for service, WebKraft will take all reasonable measures to secure the hardware and protect any Client data while it is in our possession.

WEBKRAFT STAFFING

1. **NON-COMPETE:** During the period of time that the Customer employs services from WebKraft and for a period of (1) years after the termination or cessation of such employment for any reason (both periods of time, taken together, being referred to hereinafter as the "RESTRICTED PERIOD", the Customer shall not, anywhere in the United States, directly or indirectly, whether individually or as an officer, director, employee, consultant, partner, stockholder (other than as the holder of not more than one percent (1%) of a publicly held corporation), individual proprietor, joint venturer, investor, lender, consultant or in any other capacity whatsoever, solicit, entice, approach, advance or offer a position for reimbursement or trade of products or services competitive with those developed, designed, produced, marketed, sold or rendered by the WebKraft at any time during the Restricted Period.

2. **NON-SOLICITATION:** During the Service period and the Restricted Period, the Customer shall not, directly or indirectly, whether individually or as an officer, director, employee, consultant, partner, stockholder, individual proprietor, joint venturer, investor, lender, consultant or any other capacity whatsoever: (a) solicit, divert or take away, or attempt to solicit, divert or take away WebKraft Staff or (b) hire, retain (including as a consultant) or encourage WebKraft Staff to leave the employment of the WebKraft, or hire or retain (including as a consultant) any former employee of the Company who has left the employment of the Company within one (1) year prior to such hiring or retention.

3. **ACKNOWLEDGEMENT.** The Customer agrees and acknowledges that their noncompetition and non-solicitation obligations hereunder are essential to the protection of the WebKraft's business.

4. **EQUITABLE REMEDIES:** The parties hereto hereby agree that breaches of covenants and obligations undertaken in this Agreement are likely to cause WebKraft substantial and irrevocable damage, which would be difficult, if not impossible, to prove precisely; therefore, it is agreed that this Agreement shall be enforceable by specific performance. If breach is found on behalf of the Customer, the Customer agrees to pay a 6 month average of previous IT labor invoices. This date is determined by the WebKraft staff worker performing IT related services as defined in the Service Level Agreement for the Customer directly and thus circumventing WebKraft services. If the Customer is less than 6 months old 50% of the averaged IT labor generated to date shall be owed.

5. **MISCELLANEOUS:** WebKraft acknowledges that this Agreement does not constitute a contract of employment and does not imply that the Customer will continue their use of services for any specific period of time.

6. Litigated cases where the Customer is in Breach of the Agreement shall only be tried in Levy County, Florida regardless of where the Customer resides.

7. Rulings against the Customer require the Customer to pay all court and lawyer fees on behalf of WebKraft.

WARRANTY INFORMATION

WebKraft Warrantees labor for 30 days. Software and hardware warranties are as supplied from the respective manufacturers.

1. WebKraft makes no implied or explicit warranties other than software and hardware will be installed correctly based upon manufacturer and/or industry standards.
2. Return visits or remote sessions initiated in response to warranty service requests may reveal an underlying cause was not due to any failure or error on the part of WebKraft. At that time the return visit may become billable labor at Corporate Standard Support rates. If this is the case WebKraft will provide documentation explaining the root cause and why it is not a warranty issue.
3. Warranty support requests should be made in writing to warranty@WebKraft.net and shall include the following:
 - 3.1. Statement of known issue
 - 3.2. State how this issue is related to or appears caused by the prior work
 - 3.3. Statement of intended outcome(s)
4. It is the desire of WebKraft to provide superior service, however computers and networks are complex systems with sometimes unpredictable interactions between various applications, software, and hardware configurations. WebKraft will strive to explain clearly when these unanticipated interactions cause problems which are not specifically tied to warranted work.

WARRANTY EXCLUSIONS

1. Generic PCs assembled from off-the shelf components (AKA "White Boxes") are not recommended by WebKraft unless they are custom built by WebKraft.
2. Refurbished machines and machines that were previously owned.
3. Any PCs knowingly and intentionally operated by client without a pay licensed virus protection, or unlicensed and un-patched software.
4. As offsite IT administration WebKraft accepts no responsibility or liability for lost, missing or corrupted data, viruses, worms, hacked systems and similar items resulting in a mission critical situation or financial loss.
5. User error, user inability to run applications, hardware failure and help installing, removing or using software. WebKraft reserves the right to decline any warranty including but not limited to other IT support providers actions, such as: when the user/Client (or another administrator/3rd party) elects self-installation of software in a corporate setting without prior approval from WebKraft, this includes but is not limited to: applications, Windows updates, other software updates and any hardware installation.

GENERAL ITEMS

1. WebKraft policy prohibits installation or support of any pirated or illegal copies of software. Client must be able to produce, on request, proof of ownership for all software with sufficient licenses for the number of users in the office. Original software disks indicating Client as the legal owner including proof of license shall be kept available, preferably in one central place to facilitate verification, software updates, and system reloads.
2. Sometimes WebKraft may be required to contact a 3rd party for support (such as hardware or software manufacturer). WebKraft will bill the client for time spent and any costs incurred for this 3rd party support.
3. WebKraft recommends corporate grade systems with Professional grade software installed. These systems can be custom built by us or purchased from one of our vendors. All quotes for systems are provided at no charge to the customer.
5. WebKraft hardware support and repair services are limited in scope.
 - 5.1. On Desktop PCs WebKraft can test hardware, replace damaged hardware, and perform system upgrades. WebKraft is a Sales and Service Company so we stock most parts needed to repair your desktop at all times or we can order parts from one of our vendors. .
 - 5.2. WebKraft does not generally service failed laptop hardware other than replacing hard drives or memory module upgrades but may do so on a case by case basis. WebKraft reserves the right to refuse to repair laptops, desktops, or servers
6. Rates and terms are subject to change, as business conditions merit.

NOTICES

All notices and major consulting requests in connection with this Agreement shall be made in writing to the address listed below, unless notified by facsimile or email.

WebKraft
112 NE 6th Ave
Williston, Florida. 32696
Office Telephone: 352.529.0400
After Hours Support: 352.577.5679
Trouble E-mail Address: trouble@webkraft.info
Fax: 352.529.0401
Email: support@WebKraft.info

GOVERNING LAW

This Agreement and performance hereunder shall be governed by and construed in accordance with the laws of the State of Florida

ENTIRE AGREEMENT

Each party acknowledges that it has read this Agreement, understands and agrees to be bound by its terms and further agrees that it is the complete and exclusive statement of the agreement between the parties. This Agreement may not be modified or altered except by mutual written agreement, signed by both parties.

WebKraft LLC.

Client: _____

By: _____

By: _____

**Allen Kraft
Manager**

PRINTED NAME: _____

TITLE: _____

Addendums

If none both parties initial here: WebKraft: _____ **Client:** _____

Otherwise state modifications to standard contract below:

We acknowledge the addendums to the contract above: WebKraft: _____ **Client:** _____

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Appendix A: Credit Card Payments and Prepayments via Check

Break/Fix Rates (Non Contracted):

Corporate Standard Support: \$85.00/hour

Corporate Premium Support: \$125.00/hour

Consultation and Training: \$85.00/hour

1 technician/consultant onsite visit: Travel fee \$35 per tech/per occurrence

All Cabling and Infrastructure work: Quoted and billed separately

All hardware or software purchased from Third Party: No Discount

Any hardware or software purchased through WebKraft: Will be billed separately

Preventative Maintenance Plan (PMP) Rates (Contracted):

Corporate Standard Support: \$75.00/hour

Corporate Premium Support: \$112.00/hour

Consultation and Training: \$75.00/hour

1 technician/consultant onsite visit: Travel fee \$35 per tech/per occurrence

All Cabling and Infrastructure work: Quoted and billed separately

All hardware or software purchased from Third Party: No Discount

Any hardware or software purchased through WebKraft: Will be billed separately

Custom Firewall Services: \$100/month with unlimited updates and maintenance as long as the firewall is accessible remotely. On site firewall support visits are billed according to the service plan selected. Client purchases all hardware and is responsible for replacement units and/or parts.

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120 hours Prepayment Corporate Standard Support

(Appendix B, may contain other details)

\$8400.00

\$70.00/hour

80 hours Prepayment Corporate Standard Support

(Appendix B, may contain other details)

\$6000.00

\$75.00/hour

40 hours Prepayment Corporate Standard Support

(Appendix B, may contain other details)

\$3200.00

\$80.00/hour

Corporate Standard Support: Deducted from balance at **discounted** rate of \$70.00, \$75.00 or \$80.00/hour

Corporate Premium Support: Deducted from balance at **discounted** rate of 112.00/hour

Consultation

Including: Office Automation

Consulting / Training

Deducted from balance at rate of \$75/hour

1 technician/consultant onsite visit: Travel fee deducted from balance at \$35

Per tech/per occurrence, no discount

All Cabling and Infrastructure work: Quoted and billed separately

All hardware or software purchased from Third Party: no discount

Any hardware or software purchased through WebKraft: Will be billed separately

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**Appendix B: Scope of work planned for and to be performed against this
Prepayment plan (if empty as stated herein as Client needing support):**

Training
As outlined.

Note: Any software or supplies needed would be paid for separately.