



protechservicesonline.com
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 P.O. Box 3721
 Opelika, AL 36831-3721

PROTECH Service Agreement

Bill To Address:

Business Name: _____
Contact Name: _____
Address: _____
City: _____
State: _____ **Zip:** _____
Tel#: _____ **Fax#:** _____
Email: _____

Invoice Terms
 of Service:
 COD _____
 Net-15 _____
 Net-30 _____

All hardware and software requires 100% payment up front at the time of order unless otherwise approved by manager or owner

Manager Approval

Please note there is a 2% late charge that will be added to all invoices not paid by their specific due date based on the terms agreed to above.

Equipment Location:

Business Name: _____
Contact Name: _____
Address: _____
City: _____
State: _____ **Zip:** _____
Tel#: _____ **Fax#:** _____
Email: _____

ProTech Technical Support Services Rates:

On-Site Technical Support (M-F 8am-5pm)	\$105 per hour (billed in 1hr increments)
After Hours On-Site Technical Support	\$150 per hour (billed in 1hr increments)
In-Shop Technical Support	\$95 per hour (billed in 1hr increments)
Telephone Support	\$50 per hour (billed in 1hr increments)
Product & Services Research Fee	\$50 per hour (billed in ½ hr increments beyond the first hour)
Ethernet Network or Telephone Cabling	\$150 per cable drop (higher for extreme lengths or certain building structures)

By signing below I agree to the rates and terms that have been provided above for services:

Customer (please print): _____

Customer (Please sign): _____

Date: _____