

HOW TO REPORT AN IT PROBLEM

Hello, and Welcome to the Enterprise IT World.

We are glad to be your preferred Information Technology Solutions Provider.

Please report technical issues by using **one** of the following methods:

1. Submit a Request for Support using IT Shield

This option is only available to IT Shield clients. On the Microsoft Windows system tray or the Apple macOS menu bar, click on the IT of United States logo. Once the menu opens, click on the request support option. Enter a brief description of the problem in the message box, select the level of priority and click send.

2. Send an Email to support@itofus.com

Open an email application. Enter the support email in the To field. Use the subject field to enter the title of the request, and the email body for a brief description of the problem as well as the priority level. Click send.

3. Visit support.itofus.com

Open a web browser. Enter the address above in the address bar. Once the website loads, click submit/open a ticket. Fill the web form with the required information and click submit.

4. Text the word **ITSUPPORT** to **474747** from a Cellphone

AVOID usage for Emergencies.

5. Call +1 (855) 554 - 8872

Please leave a detailed voicemail if you are unable to speak with a representative. The phone system will automatically open a ticket using the voicemail message information.

Support tickets can be open at any time, 24x7, 365 days a year. If possible, please include a description of the problem, the importance level, and the preferred hours for service in the request. IT of United States will respond as soon as possible if a preferred response time frame is missing from the ticket. The response time may vary depending on the organization's service level agreement. **IT of United States reserves the right to update and/or change the information herein, and as such we will post those changes in our website at itofus.com so that our users and/or clients are always aware of the most updated information.**

IT of United States
PO Box 140515
Coral Gables, Florida 33134
United States of America
www.itofus.com



Toll Free: (855) 55 IT USA
48 872
Office: (305) 440-0554
Fax: (844) 219-6767
contactus@itofus.com

SERVICE PROVIDER HOURS OF OPERATIONS

Business Hours:

Monday through Friday, 8:00 AM to 5:00 PM

After Hours:

Monday through Friday, 5:00 PM to Midnight
Saturday, 8:00 AM to 5:00 PM

Emergency Hours:

Monday through Saturday, Midnight to 8:00 AM
Saturday, 5:00 PM to Midnight
Sunday, All Day
U.S. Federal Holidays (including observances, if applicable)

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PRICE FOR SERVICES NON-COVERED UNDER A SERVICE AGREEMENT

Limited Remote Support	Price x Hour x Technician
Business Hours	Free

Standard Remote Support	Price x Hour x Technician
Business Hours (excluding emergencies)	\$79
After Hours (excluding emergencies)	\$109
Emergency Hours or Emergency Response	\$139

Advanced Remote Support	Price x Hour x Technician
Business Hours (excluding emergencies)	\$99
After Hours (excluding emergencies)	\$149
Emergency Hours or Emergency Response	\$199

Standard On-Site Support	Price x Hour x Technician
Business Hours (excluding emergencies)	\$109
After Hours (excluding emergencies)	\$139
Emergency Hours or Emergency Response	\$169

Advanced On-Site Support	Price x Hour x Technician
Business Hours (excluding emergencies)	\$139
After Hours (excluding emergencies)	\$189
Emergency Hours or Emergency Response	\$249

Effective: 10/01/2021

Taxes, if applicable, are not included in any price. **Service time is billed in 15 minutes increments. Minimum billed time for remote support is 30 minutes, and 1 hour for on-site support.** Driving time, tolls, and parking fees will not be charged to the client. Default response time is classified as Best Effort; however, most tickets are addressed the same business day they are open if open before 4 P.M. **IT of United States reserves the right to update and/or change the information herein, and as such we will post those changes in our website at itofus.com so that our users and/or clients are always aware of the most updated information.** The advanced support rate only applies when the work performed required Level 2 or 3 technical expertise, or the resolution involved pooling additional technical resources and is limited to the total time such resources were utilized.

SERVICES DESCRIPTION

Limited Support *(available only for IT of United States clients with an active direct or partner services account)*

- Service Interruptions
- Licensing, Activation, and Billing
- Account Creations and Deletions
- Password Resets and 2 Factor Authentication *(excluding 2FA implementation)*
- Basic Service Management Tasks *(if less than 5 minutes in resolution time)*

Standard Support

- Level 1 and Common Level 2 Technical Support Activities
- Examples are: *(not limited to)*
 - Camera System Issues
 - Installing or Moving End User Equipment
 - Essential Computer Support and Troubleshooting
 - Workstation Viruses or Performance Issues
 - Software Installations or Printers Setup
 - MS Office Suite Problems

Advanced Support

- Level 2, Level 3, or Specialized Technical Support Activities
- Examples are: *(not limited to)*
 - Firewall, VLANs or Network Routing
 - Windows or Linux Server Crashes
 - DNS Records or E-Mail Transport
 - Integrations and API
 - Scripting Solutions *(Bash, PowerShell, Python, etc.)*
 - Cyber-Security

Essential Maintenance

- Remote Installation of Manufacturer Recommended Updates and Patches.

Advanced Maintenance

- Includes Essential Maintenance
- Includes Physical Maintenance *(as applicable)* *(if required)*
- Includes IT of US Recommendations and Best Practices Multipoint Checks
(as applicable) *(one-time change management fee may be required for TPV provisioned equipment, services, or software)*

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TERMS & CONDITIONS

Estimates are an approximation of charges; based on the anticipated details of the work to be done. It is possible for unexpected complications to cause some deviation from the original estimate. If additional parts or labor are required, the client will be contacted immediately for further approval. Unless otherwise stated in the original invoice, the return period is three weeks from the invoice date. The original manufacturer packaging must be in good condition. The cost of return shipping plus a 20% restocking fee will be charged to or deducted from the client's refund or credit. No shipping insurance will be added when ordering or returning items on behalf of the client unless requested in writing. Title passes to the client when full payment is received; however, the risk of loss passes to the client upon delivery.

Invoices over \$1000 require a deposit ranging from 25% to 50% or approved credit terms. Balance due, not paid within terms is subject to all applied discounts to be voided, a late fee of 5% or \$35, whichever is higher, and a finance charge of 2% per month. In addition, a \$35 fee will be assessed for any payment returned for insufficient funds. Services are suspended when an invoice is two weeks overdue, and the suspension may cause irreparable data loss and disrupt normal business operations. Warranty term for labor and equipment is thirty days unless otherwise stated in the original invoice. Driving time, tolls, and parking fees will not be charged to the client. Default response time is classified as Best Effort; however, most tickets are addressed the same business day they are open if open before 4 P.M.

Privacy Disclosure: Unattended remote support and maintenance software will be installed into the client's computer to provide faster remote support and maintenance response times. The software can access the computer at any time, and it has the ability to preview the command line console and graphical user interface, as well as running commands remotely. The absence of this software will affect the response time and maintenance operations for the designated systems, therefore NOT recommended by IT of United States. Please notify us in writing if you would like to opt-out of this automatic software installation.

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LEGAL FINE PRINT

Warranty Disclaimers

The Client herein expressly acknowledges and agrees that:

- a) The use of IT of United States, LLC services, and/or software are at the sole risk by the Client. Our services and software shall be provided on an "as is" and/or "as available" basis. IT of United States, LLC and our subsidiaries, affiliates, officers, employees, agents, partners, and licensors expressly disclaim any and all warranties of any kind whether expressed or implied, including, but not limited to any implied warranties of title, merchantability, fitness for a particular purpose and non-infringement.
- b) IT of United States, LLC and our subsidiaries, officers, employees, agents, partners, and licensors make no such warranties that (i) IT of United States, LLC services or software will meet your requirements; (ii) IT of United States, LLC services or software shall be uninterrupted, timely, secure or error-free; (iii) that such results which may be obtained from the use of the IT of United States, LLC services or software will be accurate or reliable; (iv) quality of any products, services, any information or other material which may be purchased or obtained by the Client through our services or software will meet your expectations; and (v) that any such errors contained in the software shall be corrected.
- c) Any information or material downloaded or otherwise obtained by way of IT of United States, LLC services or software shall be accessed by the Client's sole discretion and sole risk, and as such the Client shall be solely responsible for and hereby waive any and all claims and causes of action with respect to any damage to the Client's computer and/or internet access, downloading and/or displaying, or for any loss of data that could result from the download of any such information or material.
- d) No advice and/or information, despite whether written or oral, that may be obtained by the Client from IT of United States, LLC, or by way of or from our services or software shall create any warranty.

Limitation of Liability

The Client explicitly acknowledge, understand and agree that IT of United States, LLC and our subsidiaries, affiliates, officers, employees, agents, partners, and licensors shall not be liable to the Client for any punitive, indirect, incidental, special, consequential or exemplary damages, including, but not limited to, damages which may be related to the loss of any profits, goodwill, use, data and/or other intangible losses, even though we may have been advised of such possibility that said damages may occur and result from:

- a) The use or inability to use our service;



- b) The cost of procuring substitute goods and services;
- c) Unauthorized access to or the alteration of the Client's transmissions and/or data;
- d) Statements or conduct of any such third party on our service;
- e) And any other matter which may be related to our service.

Exclusion and Limitations

There are some jurisdictions which do not allow the exclusion of certain warranties or the limitation of exclusion of liability for incidental or consequential damages. Therefore, some of the above limitations of sections warranty disclaimers and limitations of liability may not apply to the Client.

Trademark Information

You herein acknowledge, understand and agree that all of the IT of United States, LLC trademarks, copyright, trade name, service marks, and other IT of United States, LLC logos and any brand features, and/or product and service names are trademarks and as such, are and shall remain the property of IT of United States, LLC. You herein agree not to display and/or use in any manner the IT of United States, LLC logo or marks without obtaining prior written consent from IT of United States, LLC.

Governing Law

The laws of the State of Florida govern all matters arising out of or relating to this Agreement and the transactions it contemplates, including, without limitation, its interpretation, construction, validity, performance, and enforcement.

**Thank you for your business, and Welcome to the Enterprise IT World.
We are glad to be your preferred IT solutions provider.**

Name & Title (Client)

Signature (Client)

Business Name (Client)

Date (Client)