

IT IS HEREBY AGREED between **Computer & Electronics World**, P O Box 128819, Abu Dhabi, hereinafter called the **COMPANY**, and -----), hereinafter referred to as the **CLIENT**, to service the equipment listed on Appendix 1 on the following terms and conditions:

The COMPANY hereby states that it will provide services, noted below, for one year, automatically renewal thereafter, from June 1, 2009, part of which includes maintenance of CLIENT Network installed at their premises, stated in Appendix 'A'. This contract covers these specific services:

- a) All equipment listed in Appendix 'A'
 - b) Configuring system hardware currently installed to suit network requirements.
 - c) Configuring network software currently installed to CLIENT requirements.
 - d) Installations of new systems, as per clause 5 and 7.
 - e) Addition/deletion of new/old users in the network software.
 - f) Installation of Printers, with appropriate hardware.
 - g) Installation of peripherals, approved/supplied by COMPANY.
 - h) Shifting of workstations in CLIENT offices.
 - i) Installation of Operating System software, unless otherwise included in clause 5.
 - j) Network related help desk. Calls will be identified as Application related or Network related prior to attendance. Application related calls are chargeable to CLIENT if otherwise not provided in clause
 - k) COMPANY shall send a representative each month to make a routine checks on the operation of the installed system, and make corrections or enhancements, as may be necessary
2. This agreement is limited to the list of hardware & software indicated in Appendix 'A'. This agreement shall not cover defects in the equipment, if it has arisen through: -
- a) Abuse, improper usage or an unauthorized shipment or transportation without the approval of the COMPANY.
 - b) Modification of the system or if any original component or accessory has been replaced by any component or accessory of a type not recommended or approved or installed by the COMPANY.
 - c) The equipment is operated other than in accordance with recommended practices.
 - d) Any cause external to the equipment which shall include, but not limited to, improper power supply, fire, flood, water, wind, lighting.
 - e) Problems arising due to software corruption or installation and maintenance of software other than the network operating system are not covered.
3. CLIENT shall designate one person to be the co-ordinator for this contract. All users included in this contract will co-ordinate with the nominated person, to report their complaints to the COMPANY.
4. Service calls will be attended within a maximum of 24 hours of receipt of such calls. Authorized personnel designated by CLIENT and requested by the Service Request Form as shown in Appendix "B" shall make the request for services. Attendance shall be restricted to such calls, unless otherwise there are high priority faults.
5. New system installation, including installation of peripherals supplied/approved by COMPANY, is included in this contract. All new systems carry a one-year warranty. That warranty covers labour and replacement of defective spare parts, other than those caused due to reasons listed in clause 2.
6. All repairs, of systems not under clause 5, which requires spare parts, will be charged to the CLIENT'S account.
7. The shifting of workstations is included in this contract, but excludes rewiring, cable laying, and cabling costs, if the workstations are moved to a different location.



SERVICE CONTRACT

8. All application software installations, including upgrades, but excluding network operating system, unless otherwise included in Clause 5, shall be charged to client on a per hour basis.
9. COMPANY shall not be responsible for CLIENT data, in any event whatsoever, including, but not limited to, Hard Disk failures in File Sever or workstations.
10. Backup of data on the File Server and/or workstations shall be the responsibility of the CLIENT.
11. Any use of pirated or unauthorized software licenses on the users system, including legal liabilities, is entirely the responsibility of the CLIENT. COMPANY shall have the right to refuse installation of such software. Company shall not be held responsible, if client users install such programs. However, the company will endeavor to highlight such abuses to client management.
12. This agreement covers equipment installed within Abu Dhabi city limits, unless otherwise indicated in writing from the COMPANY.
13. The COMPANY shall not be responsible for problems occurring, in the event of personnel other than those authorized by the COMPANY repair or adjust the systems.
14. Any breakdown calls due to use of material other than those recommended for the system will not be covered by this Agreement and the cost of such repair, including service personnel labour/time, will be chargeable to CLIENT.
15. This agreement is valid for one year effective from date of signing and automatically renewable from the date indicated in clause 1, for a further period as indicated in clause 1, unless either party gives a written notice one month prior to the expiry of this contract.
16. The monthly rate of this Service Contract is as listed in Appendix A and will be invoiced at the beginning of each month and shall cover the actual numbers of systems in use at the end of the prior month.
17. This contract shall exclude all invoices, pertaining to support services, prior to the start of this contract.
18. It is agreed also that the amount of actual invoice may vary from month to month as additions or deletions to the configuration list (appendix 'A') occur. All such invoices will be pro-rated.
19. As indication and confirmation of acceptance and approval both the COMPANY and the CLIENT duly signed this Contract.

The COMPANY
Computer World

The CLIENT

Place: Abu Dhabi	Designated Network Administrator
Date:	Name
	Email