

COMPUTER HELP DESK REQUEST

Please check below the appropriate field for the repair being requested:

THESE ITEMS ARE INCLUDED IN YOUR LEASE

- Existing computer connection (hardwire)/wireless connection.
- Free AVG Antivirus program install.
- Initial training of IT Communication Equipment setup and usage within the Executive Conference Room and Training Room (One time only).

THESE ITEMS ARE NOT INCLUDED AND WILL BE BILLED TO YOU AT THE BY INCIDENT RATE OF \$25/HOUR WITH MINIMUM 1 HOUR CHARGE

- Initial analysis/diagnostics of computer problem.

THESE ITEMS ARE NOT INCLUDED AND WILL BE BILLED TO YOU AT THE BY INCIDENT RATE \$60/HOUR (After initial analysis/diagnostics of computer).

- Virus, spyware, malware security checking preformed. Check for Service Packs and updates.
- Operating System software diagnostics.
- Personal Computer hardware repair.
- Software problem solving (Microsoft products only).
- Network design, configuration, management, and setup for non-existing communications (wired and wireless).
- Setup of IT Communication Equipment within the Executive Conference Room and/or Training room (After first initial training is provided).
- Other: _____

Tenant Signature* _____ Date _____
Name, Position

By signing above I hereby agree to pay Columbus Square Partnership for computer repair services provided in addition to its duties and obligations as Lessor upon my request. I agree to be invoiced for the actual time required to perform services specified above at the rate specified above with the minimum charge of 1 hour. I further agree to pay the invoice in full on the 1st of the upcoming month and include it with my rent payment.

Please allow 1 business day lead time to respond to all your requests.

FOR OFFICE USE ONLY	
Request received:	_____
Request reviewed with Tenant:	_____
Work started:	_____
Work completed:	_____
Number of hours:	_____
Amount owed (if applicable):	_____

IT & Computer Repair Specialist: _____ Date _____
Tenant: _____ Date _____

- Yes! I'd like to save with Monthly Service & Support Agreement. Please send me more information.