

## **Connectivity Agreement**

[Company] will connect new users and computers to the [Company]-provided MFPs for printing and scanning and will also troubleshoot and reconnect users that are having difficulty with said issues at no extra charge for the duration of the contract.

### **Connection services for [Company]-provided equipment will include:**

- Creating new users on local PCs and laptops
- Creating shared directories on local PCs and laptops
- Troubleshooting and resolving scanning and printing issues
- Working with other IT service providers to facilitate printing/scanning as needed.
- Installing print drivers on local PCs
- Working with other IT service providers to assist with installation of print drivers on servers as needed.
- Adjustments to antivirus programs and or firewall to facilitate scanning.

### **Connection services will not include:**

- Repairing/replacing customer owned computers, network hardware or wiring.
- Installing print drivers or configuring scanning on servers.
- Creation of network shares or users on servers.
- Antivirus services or virus removal

**(We usually tie this agreement to a specific serial #(s) and not to any quantity of users, and we usually charge \$30.00/month per serial #.)**