

MULTI-FUNCTIONAL PERIPHERAL (MFP) AND PRINTER CONNECTIVITY SUPPORT AGREEMENT

Did you know Functionality and Configuration of Print, Scan, and Network Fax is beyond the scope of **HARDWARE MAINTENANCE PROGRAMS**? Without a **CONNECTIVITY SUPPORT AGREEMENT**, changes within your environment that effect the functionality of print, scan, and network fax are billable at standard published rates on a per call, time & materials basis.

Here are some common issues related to Print, Scan, & Network Fax:

- New Server – need drivers installed and pushed out to workstations.
- New workstations – need print drivers installed and configured.
- Print jobs stuck in queue.
- Hypass applications
- Print driver advance option settings.
- Scan to email issues.
- Scan to folder issues.
- Unable to send or receive network faxes.

NATIONAL has made significant investments in highly trained and technical human resources who are continually updating their knowledge, skills, and capabilities. Our **HELP DESK** staff is capable of diagnosing a problem, isolating a fault, and fixing an issue in many ways; over the phone, going onsite, and now remotely accessing a workstation saving valuable and frustrating downtime. The best part is that all methods are covered under our **CONNECTIVITY SUPPORT AGREEMENT!**

The **CONNECTIVITY SUPPORT PROGRAM** is an agreement between the **CLIENT** and **NATIONAL**. This agreement provided and serviced by **NATIONAL** is a supplemental offering for our clients who are under a **NATIONAL HARDWARE MAINTENANCE CONTRACT**.

<i>Low Monthly Prices on a Per-Device Basis with Volume Discounts!</i>	
1 – 3 Total Devices	\$8.25 per Printer / \$18.75 per MFP / \$41.75 per Production & KIP
4-10 Total Devices	15% Discount
11-20 Total Devices	25% Discount
More than 20 Devices	Special Pricing Available

Eligibility requirements: *Client must allow NATIONAL attended remote access. Client must provide NATIONAL with Administrator access when necessary. Client must have a NATIONAL HARDWARE MAINTENANCE CONTRACT on all devices.*

I, _____, accept **NATIONAL'S CONNECTIVITY SUPPORT AGREEMENT** detailed within. This Connectivity Support AGREEMENT is for a period of 1 year and will be billed on a monthly basis. It is non-refundable and automatically renewed at the end of the contract period for successive twelve month periods. Cancellation allowed by either party with 30 day written notice. I understand that this agreement can be terminated by NATIONAL at any time if eligibility requirements are not met. This agreement entitles your company employees (referred to as We hereafter), including the end users or network administrators, access to the network support department at NATIONAL for errors relating to the function and setup of the device pertaining to print, scan to pc, scan to ftp, scan to email, and network fax capabilities. Although there is not a limit to the number of contacts that can be made to NATIONAL, the service rendered is for support of print, scan, and network fax problems and does not extend to the overall capabilities of your network. If the problem extends to the overall function of servers, workstations, switches, hub, routers, software or the like, then basic recommendations will be made by the staff at NATIONAL, but repairs regarding these functions are excluded from this contract. We understand that NATIONAL is not responsible for the data contained on our company's servers, workstations, and network peripherals and hereby discharge them of any responsibility for any damages that may occur as a result of loss of data or loss of use. By entering into this agreement we hereby agree to allow NATIONAL employees service our computer equipment. We will initiate remote connections to allow diagnostic and repair services to be rendered in order to perform network maintenance including print driver installation, scan setup, network fax setup, and related services. This agreement only applies to devices in our local service territory.

Number of Printers _____ @ \$8.25 ea	Subtotal \$ _____	Unlimited Support Total \$ _____
Number of MFP's _____ @ \$18.75 ea	Subtotal \$ _____	Discount _____ % (\$ _____)
Number of Production/KIP's _____ @ \$41.75 ea	Subtotal \$ _____	Total Monthly Price \$ _____

Company _____

Client Signature _____ Date _____

Machine ID number(s) or All will be covered if left blank:

I, _____, decline **NATIONAL'S CONNECTIVITY SUPPORT PROGRAM** detailed above. I understand Functionality and Configuration of Print, Scan, and Network Fax is beyond the scope of all our **HARDWARE MAINTENANCE CONTRACT**. Without a **CONNECTIVITY SUPPORT AGREEMENT**, service calls related to the functionality of print, scan, and network fax will be billable at standard published rates on a per call, time & materials basis.

Company _____ Client Signature _____ Date _____