



128 E. Olin Ave. #66
Madison, WI 53713
(608) 274-3107
execdir@danenet.org

2022 Technical Support Contract

Per this contract, DANenet will provide technical support services for the nonprofit listed below (“Agency”). DANenet Technical Support is designed to assist with routine, non-emergency technology tasks. *Regularly scheduled service is strongly recommended.* DANenet technicians will perform these services; **contact your DANenet technician directly to schedule services.** Contract policies:

- Regular rate is \$85/hr; services are billed monthly and payment is expected within 30 days.
- Prepaid bulk rate is \$70/hr (*minimum purchase: 5 hours*)
 - Prepaid hours can be purchased anytime and are good for one year from purchase date
 - Please submit completed current contract with first prepaid hours purchase of the calendar year
 - Prepaid hours balances are printed on invoices
- Agencies are billed for technician travel time to agency.
- One hour minimum on all service calls that require technician to travel; half hour minimum for phone, email, or virtual work. After that, technician time is billed in ¼ hr increments.
- This contract is for tech services only; equipment and software are billed separately.
- DANenet’s regular business hours are Mon-Fri 9:00am-5:00pm. Technicians typically respond to service requests within 24hrs; however, service fulfillment may take up to 72hrs. Emergency tech services performed outside business hours may incur additional charges.

AGENCY _____ EIN _____

AGENCY IT CONTACT NAME _____

PHONE _____ EMAIL _____

AGENCY BILLING CONTACT _____

PHONE _____ EMAIL _____

ADDRESS (STREET, CITY, ZIP) _____

NEW CLIENTS:

Did another agency refer you? If so, who? We’ll credit them 1 hr of tech service! _____

Choose one:

Agency will be billed for hourly tech services at **\$85/hr**; DANenet will invoice monthly.

Agency is purchasing prepaid bulk hours (enclose payment): _____ hours x **\$70** = \$_____

Your DANenet Technical Consultants:

Matt Eberly, Senior Technical Consultant, meberly@danenet.org or 608-577-1772

Donald Rosby, Technical Consultant, drosby@danenet.org or 608-665-1535

Jonathan Wenger, Remote Technical Consultant, jwenger@danenet.org or 608-665-1286

It is the intent of the parties to this agreement to fully and completely state the rights and obligations of the parties in this agreement. DANEnet makes no representations or warranties of any kind with respect to services made available or provided by DANEnet, including but not limited to the warranties of fitness for a particular purpose or merchantability. DANEnet assumes no responsibility in connection with the use of any services made available or provided by DANEnet. Participating Agency agrees that DANEnet shall not be liable for any special, incidental, indirect, punitive, or consequential damages or the loss of profit, revenue, or data arising out of the subject matter of this agreement, even if DANEnet has been advised of the possibility of potential loss or damage. DANEnet's entire liability to participating non-profit agency for any loss, liability, or damages, including attorney's fees, for any claim arising out of or related to this agreement regardless of the form of action, will be limited to participating Agency's actual direct out-of-pocket expenses, which are reasonably incurred by participating Agency and will not exceed the amount of fees actually paid to DANEnet by participating Agency pursuant to this agreement at the time the damages occurred. Participating Agency hereby agrees to indemnify and save and hold harmless DANEnet from any loss, liability, damage, or cost it may incur arising from or related to this agreement whether caused by the negligence of DANEnet or otherwise. The parties agree that the foregoing terms, releases, and indemnity are material and necessary terms of this agreement, and that without such terms, releases, and indemnity, DANEnet could not offer the services provided in this agreement at the prices and terms provided herein.

DANEnet takes every reasonable precaution to prevent unnecessary or unauthorized access to any passwords, user identifications, or other information that may be used to access information systems; to limit access to the information contained in or obtained from information systems to authorized persons, and to treat all information encountered in the performance of duties as confidential. DANEnet does its best to avoid any sharing, recording, transmission, alteration, or deletion of information in the information systems except as required in performance of the technician's job duties. Please sign below to indicate you understand accept the terms of this contract.

Agency Authorization _____ Date _____

Please sign and return to DANEnet with full payment of any prepaid bulk hours purchased. Keep a copy for your records.



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