



# TEKWORKS 360° SERVICE SUPPORT

Dedicated to keeping your system running strong.



## Comprehensive Support

TekWorks' Service Team has the right experts and tools to support your critical IT systems. Our team of IT professionals provides expertise and knowledge to repair all IT systems, day or night. Just a phone call away; TekWorks' experienced technicians can make your IT problems disappear.



## 360° Service Response

As a TekWorks' 360° customer, you have exclusive access to our dedicated Service Department Team. That means you receive quicker response times and fewer headaches.



## Discounted Service Block Rates

Enjoy discounted Time & Material Rates as a preferred customer. T&M Service Blocks can be pre-purchased. Service Blocks are designed to save our clients time and money. The more you spend, the more you SAVE.

## Services



### NETWORK

- Copper and Fiber Network Systems
- Cable Testing & Certification
- Network Closet Remediation
- Data & Phone Cross Connects
- Cabling & Equipment Demolition
- Equipment Rack and Stack
- Copper & Fiber Splicing
- Data Center Distribution
- Cooling and UPS Systems
- Wireless Networks
- Phone System Support



### SECURITY

- Intrusion Alarm Systems
- Locking Hardware
- Video Surveillance Systems
- Access Control Systems
- Remote Monitoring



### AUDIO VIDEO

- Control Systems
- Audio Systems
- Audio & Video Conferencing
- Video Wall
- Projection Systems
- Touch Screen Design
- Sound Masking
- Remote Monitoring

**Contact Us:**

phone: 1-877-TekWorks  
email: [Service@TekWorks.com](mailto:Service@TekWorks.com)

[www.TekWorks.com](http://www.TekWorks.com)

# Time and Materials Service Agreement

TekWorks offers our Time and Materials Service Agreements at a discounted rate for clients needing consistent professional support throughout the year to keep their IT equipment in top working order.

Simply purchase a block of time so that TekWorks' service team can be called out for any service call at any time. By pre-purchasing Service Blocks, you eliminate the hassle of seeking approval for funds to service critical IT systems.

## Service Block Options

\*Please check and initial appropriate box corresponding to the amount of time you want to purchase.

<input type="radio"/> \$5,000 Block	5% Discount	\$5,250 Usable Credit	<input type="checkbox"/> initial _____
<input type="radio"/> \$10,000 Block	7.5% Discount	\$10,750 Usable Credit	<input type="checkbox"/> initial _____
<input type="radio"/> \$15,000 Block	10% Discount	\$16,500 Usable Credit	<input type="checkbox"/> initial _____
<input type="radio"/> \$20,000 Block	12.5% Discount	\$22,500 Usable Credit	<input type="checkbox"/> initial _____
<input type="radio"/> <\$20,000 Block	Call Us		<input type="checkbox"/> initial _____

## Advantages

- Reduces your paperwork and eliminates multiple requests for work.
- Clients with Service Blocks just call TekWorks' Service Department for scheduling and dispatch.
- Service Blocks have no expiration date and will rollover year to year if unused.
- TekWorks tracks your balance and sends an invoice and balance statement after each service call.
- TekWorks reminds clients to replenish Service Blocks prior to all time being used up.

TekWorks will invoice for the full Service Block amount selected above. Service Blocks are to be paid 100% in advance.

\*Cannot be used for materials only purchases.

## Client

Business Name \_\_\_\_\_

By \_\_\_\_\_

Customer Signature

Date

Name \_\_\_\_\_

Print

## TekWorks Inc.

By \_\_\_\_\_

Authorized Signature

Title

Name \_\_\_\_\_

Print

Date

