



DANENET

TECHNOLOGY WITHIN REACH

128 E. Olin Ave. Rm. 66

Madison, WI 53713

execdir@danenet.org

o **Technical Support Contract**

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Thank you for your interest in DANENet Technical Support. By this contract, DANENet is arranging to provide technical support services for the nonprofit agency listed below (“Agency”). Please return [2] signed copies of this contract with full payment to the address above.

Description:

DANENet Technical Support is designed to assist with routine, non-emergency technology tasks. A DANENet consultant is designated to the agency to perform these services. The agency designates one contact person as the person that the DANENet consultant reports to.

DANENet Technical Support policies:

- Regularly scheduled service is strongly recommended
- Service calls outside of normal business hours (8:30am-5pm, M-F) billed at twice the hourly rate unless previously arranged
- Travel time is billed at 1/2 the hourly rate
- Technical support contract is for service only, equipment and software billed separately.

DANENet Service Contract:

Bulk Hours paid in advance with this completed contract:

- Purchase of a designated number of hours at \$70 per hour for 5 – 99 hours and \$68 per hours at 100 or more hours.
- Hours to be used during a maximum of one year from purchase. Technical support contract required.
- 5 hour minimum on all service contracts

Please complete the following chart.

Total Hours of Contract	Hourly Rate	Total Amount of Contract	* Starting Date mo/yr Ending Date mo/yr Maximum: One Year
	\$68 or \$70	\$	_____

o * Work beyond the end of the contract period will no longer be eligible for the prepaid rate of \$70 per hour. It will be billed at \$75 per hour until the contract funds are used up.

By this contract, DANenet is arranging technical support services for this nonprofit agency:

Organization Name	
EIN Number: (Member Number)	

Organization Contact Information		DANenet Contact Information	
Designated IT Contact Person		Designated Consultant	
Email Address:		Email Address:	
Address:		Address:	128 E. Olin Ave. Rm 66
City, State, Zip		City, State, Zip	Madison, WI 53713
Phone:		Phone:	
Contract Contact Name:		Contract Contact Name:	Alyssa Kenney
Phone:		Phone:	274-3107
Email Address:		Email Address:	accounting@danenet.org

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 non-profit 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 non-profit agency's actual direct out-of-pocket expenses, which are reasonably incurred by participating non-profit agency and will not exceed the amount of fees actually paid to DANenet by participating non-profit agency pursuant to this agreement at the time the damages occurred. Participating non-profit 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.

Agency Authorization

Date

DANenet Authorization

Date