



**DANENET**  
TECHNOLOGY WITHIN REACH

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

## 2020 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.* Your assigned DANENet technicians will perform these services; contact your technicians directly to schedule services. Contact information is at the bottom of the front page of this contract.

DANENet Technical Support policies:

- Regular rate is \$75/hr
- Prepaid bulk rate is \$70/hr (5 hr minimum purchase; hours are good for one year from contract date)
- Technician travel time is billed at ½ hourly rate
- 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 hours are M-F 8:00am-6:00pm. Technicians respond to service requests within 24 hrs; service fulfillment may take up to 48 hrs. Emergency calls outside business hours may incur additional charges.

AGENCY \_\_\_\_\_ EIN \_\_\_\_\_

AGENCY IT CONTACT NAME \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

AGENCY BILLING CONTACT \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

ADDRESS (STREET, CITY, ZIP) \_\_\_\_\_

**Choose one:**

Agency will be billed for hourly tech services at **\$75/hr**; DANENet will invoice monthly.

Agency is purchasing prepaid bulk hours: \_\_\_\_\_ hours x **\$70** = \$ \_\_\_\_\_

*NOTE: Prepaid bulk hours payment must be submitted in full along with signed contract. Work beyond the prepaid bulk hours will be billed at \$75 per hour.*

*(to be completed by DANENet)*

DANENET PRIMARY TECHNICIAN ASSIGNED THIS AGENCY \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

SECONDARY TECHNICIAN \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

*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.*

Agency Authorization \_\_\_\_\_ Date \_\_\_\_\_

DANEnet Authorization \_\_\_\_\_ Date \_\_\_\_\_

---

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

---



## Technical Support Contract

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