



SERVICE AGREEMENT & WORK AUTHORIZATION

Residential and Small-Business Technology Services

This agreement authorizes Davis Technology Services ("DTS") to perform the technology services described below. The customer acknowledges the rates and terms in this agreement and authorizes DTS to begin work only within the approved scope.

CUSTOMER & SERVICE INFORMATION

Customer / Business Name	Date
Phone	Email
Service Address / Remote Location	Device(s) / System(s)

Requested work / issue: _____

PRICING & WORK AUTHORIZATION

☐ Remote Residential IT Support \$95/hour - 30-minute minimum; then 15-minute increments	☐ On-Site Residential IT Support \$145/hour - one-hour minimum in core service area
☐ Remote Small-Business IT Support \$135/hour	☐ On-Site Small-Business IT Support \$175/hour
☐ Flat-Rate Service / Project \$ _____	☐ Other Approved Rate \$ _____

Estimate / authorization limit: \$_____ DTS must obtain customer approval before exceeding this amount or materially expanding the scope of work.

TERMS OF SERVICE

- 1. Authorization and Access.** Customer represents that they own, control, or are authorized to request service on the devices, systems, networks, accounts, and data presented to DTS. Customer authorizes DTS to access them as reasonably necessary to diagnose, configure, repair, or support the approved work.
- 2. Estimates and Additional Work.** Quoted prices are based on the information available before service begins. If diagnosis reveals additional work, parts, software, travel, or other costs, DTS will request approval before proceeding beyond the authorized amount or scope.
- 3. Backups and Data Loss.** Customer is responsible for maintaining a current backup of important data before service whenever reasonably possible. DTS will use reasonable care but cannot guarantee against data loss, corruption, hardware failure, or loss of access that may occur during diagnosis, repair, malware removal, updates, migration, or other service.
- 4. Data Recovery.** Data recovery is not guaranteed. DTS may assist with logical recovery of deleted or inaccessible files when appropriate. Physically damaged, severely failed, encrypted, overwritten, or otherwise complex media may require a specialized recovery provider and a separate quote.
- 5. Security and Malware.** DTS may remove malware, install updates, adjust security settings, or recommend security products, but no system can be guaranteed completely secure or free from future compromise. Customer remains responsible for safe account practices, passwords, backups, software licensing, and ongoing security.

**TERMS OF SERVICE - CONTINUED**

6. Passwords, Credentials, and Remote Access. Customer may provide credentials needed to complete the authorized work. DTS will use them only as needed for service and will not intentionally retain passwords longer than necessary. Customer should change sensitive passwords after service when appropriate. Remote-access sessions will be initiated with customer authorization.

7. Third-Party Products and Services. Hardware, software, internet service, cloud services, warranties, subscriptions, and other third-party products are governed by their providers. DTS is not responsible for third-party outages, defects, licensing restrictions, policy changes, or failures outside DTS control.

8. Payment. Payment is due when service is completed unless DTS agrees otherwise in writing. Customer is responsible for approved labor, parts, software, and other authorized charges. Unpaid balances may result in suspension of further service and reasonable collection efforts as permitted by law.

9. Scheduling, Travel, and Cancellations. Standard on-site residential rates include travel within DTS's normal core service area. Travel outside that area, after-hours requests, or urgent service may be quoted separately. Customers should provide reasonable notice when rescheduling or canceling. Any special fee will be disclosed before the appointment is accepted.

10. Service Results and Limited Warranty. DTS will perform services in a professional and reasonable manner. Because technology problems may have multiple causes and can recur due to hardware, software, networks, user activity, or third parties, DTS does not guarantee that every issue can be resolved or that a repair will permanently prevent future problems.

11. Limitation of Liability. To the fullest extent permitted by applicable law, DTS will not be liable for indirect, incidental, special, consequential, or lost-profit damages arising from the service. DTS's aggregate liability for a claim related to a specific service will not exceed the amount paid to DTS for that service, except where applicable law requires otherwise.

12. Governing Law and Entire Agreement. This agreement is governed by the laws of the State of Illinois. This document, together with any written estimate or approved change, reflects the parties' agreement for the authorized service. If any provision is unenforceable, the remaining provisions remain in effect to the extent permitted by law.

CUSTOMER ACKNOWLEDGMENT

☐ I authorize DTS to perform the requested services under the terms above.

☐ I have backed up important data, or I accept the risk of proceeding without a current backup.

☐ I approve the selected rate / estimate and understand that additional work requires my approval.

SIGNATURES

Customer Signature _____	Date _____
DTS Representative Signature _____	Date _____

Approved change / additional authorization (if needed): _____

Additional amount authorized: \$_____ Customer initials: _____ Date: _____

Keep a copy of this signed agreement with the related estimate, invoice, and service notes. Pricing shown reflects DTS launch rates and may be updated for future engagements; the rate authorized on this form controls the service covered by this agreement.