

SERVER MAINTENANCE CONTRACT – SCO Servers Only

SERVICES COVERED:

- Telephone support to identify and resolve minor hardware issues.
- Telephone support to identify and plan immediate response to a major hardware failure.
- Replacement or loaner Server where it is considered the most expeditious method of returning your system to full use. This includes the labor to plan a response, prep & ship server & telephone assistance to install at client site. Client pays freight both ways. If, due to client delay or neglect, the server is kept beyond 2 weeks from installation of loaner, a \$100 per week rental, beyond that date, will be applied.
- All parts, labour and incidental expenses, except travel and freight related to repairing the faulty Server. **(The Server is defined as the box & what is in it. Cables, hubs, port boards & all peripherals are not covered by this agreement)**
- On site maintenance, where required, to a radius of 50 miles from SSI’s Sault Ste. Marie office. Clients situated beyond this distance must engage a local maintenance contractor, or designate a qualified staff member to be SSI’s contact when providing server related services, or consider the IBM options on page 4.

SERVER MAINTENANCE CONTRACT

SERVICES NOT COVERED by SSI:

Service to non-SCO servers of any kind.

The Server is defined as the box & what’s in it, therefore cables, hubs, port boards & all peripherals are not covered by this agreement

CLEANING is not part of this contract. SSI recommends that the server be cleaned by a qualified technician at least once a year.

NETWORKS & PERIPHERALS: We do not support or repair networks and peripherals, nor do we assume any responsibility for problems resulting from the Windows operating system or third party software. This is often a grey area however, so SSI allows up to ½ hour grace time to assist the client to identify the source of the problem. If the problem is due to the SSI software then the entire call is covered by this Server Maintenance Contract, if the problem is due to other sources beyond SSI’s control the client is advised to engage the necessary technicians and SSI will charge the client for any assistance requested beyond this point. We encourage our clients to make arrangements with a service provider in their immediate area to respond to hardware issues.

AFTER HOURS SETUP: It is often more convenient for a client to have a loaner or repaired server re-installed after hours. Where this is requested, SSI will charge for the after hours labour to cover the overtime expense.

PARTS AVAILABILITY: When new parts no longer become available SSI may cancel the maintenance part of this agreement. The client will be advised and offered the option of a server upgrade &/or loaner coverage as defined on the next page.

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IF THERE IS NO SERVER MAINTENANCE CONTRACT:

ALL LABOUR, after the first ½ hour is charged at our current rate.

If a LOANER SERVER is required, the following rental fee applies.

CLIENTS WITH NO SERVER OR LOANER COVERAGE must pay a two-week minimum rental rate of \$1,500. (subject to change without notice) which includes labor to plan a response, prep & ship server & telephone assistance to install at client site. Client pays freight both ways. If server is kept beyond 2 weeks from installation of loaner, an additional \$100 per week rental will apply. Also included in the \$1,500 fee is advice to client re the best method to repair server. All Intel servers are ACER or IBM, so the appropriate local ACER or IBM dealer or ACER or IBM Canada should be contacted to affect repair. It is usually more economical for clients with older servers to upgrade rather than repair.

OPTION

Loaner coverage of \$75 per month is available. *

* Subject to change without notice.

POPULAR OPTIONS

In **addition to** the maintenance offered by SSI on the previous pages, some clients may require the added comfort of one of IBM’s extended warranty programs.

	Price Range
Option 1: Warranty service upgrade; 3 year onsite repair 9x5x4 hour	\$ 610
Option 2: Warranty service upgrade; 3 year onsite repair 24x7x4 hour	\$ 815

These programs are available for models x225, X226, x305 & x335 only.

Call SSI or check IBM’s web site for current pricing.

Important Notice:

Please be aware that there is no guaranty that your server will be repaired in 2 or 4 hours. The attending technician may not have the required parts, extending your down time.

If your server is a single hard drive system and the hard drive has failed, the IBM technician is not able to load the SCO operating system, further extending the down time.