

# ICU Computer Services Remote Assistance Plan Terms and Conditions

ICU Computer Services hereby guaranty you the use of our services according to the fair usage and restrictions noted below:

1. As a business or an individual, you are granted the use of our services anytime during normal business hours. Our normal business hours are Monday through Thursday 8am to 5:00pm and Friday 7am to 4:00pm Arizona time.  
No appointments are necessary but if you feel you need a prolonged amount of time, appointments are encouraged. You can schedule an appointment on our website at [www.icucomputerservices.com/appointments](http://www.icucomputerservices.com/appointments)
2. We are not open on the weekends or national holidays. If an emergency arises and you feel that you need our immediate assistance during our closed days, there is an emergency service charge of \$150 per hour. If this is needed, call our office phone (it will go to voicemail) and leave a message. If we are "at home or near the office" and if we are able to assist you, we will call you back. Weekend and holiday services are NOT guaranteed available. (we like our family time as well).
3. Being a remote assistance client, you are entitled to use of our remote services for any of your computer needs, questions or advice. As long as you have an internet connection and are able to remote into our server, we will do our best to help. Most repairs can be made remotely but some network configurations and printer setups require an onsite appointment. Most printers can be setup remotely. If onsite appointments are necessary and you are not in our local area, we will do our best to refer you to a competent and honest tech to help you.
4. In the case that you are unable to get your computer on the internet due to internet service problems, or your computer is unable to start or connect to the internet, you will have to bring your computer into our office or one of our competent partners for repair. Always try to contact us first, we may be able to help over the phone.
5. **If you have to bring your computer(s) into one of our partner's shops or require an onsite appointment, you will have to pay their normal shop or onsite charges.**
6. We reserve the right to terminate any contract at our discretion. This is extremely rare and if it comes to pass, you will be refunded a pro-rated amount depending on your contract pricing.

We thank you for your continued patronage and look forward to serving you in the days and years to come. As I'm sure you know, we strive for excellence in our service and your experience with us. If you have any questions, please feel free to contact us and we will do the best we can to assist you.

ICU Computer Services

Robert Plourde