COMPTON SERVICES

Mobile ICT Support · Repairs · Networking · Web Design · Cloud Hosting

BUSINESS SUPPORT AGREEMENT

Commercial IT Support Services — Compton Services

■ 1. Parties to this Agreement

1.1 Service Provider: Compton Services, a sole trader business, Margate, Kent. Email: info@comptonservices.co.uk Tel: 01843 278935 Website: www.comptonservices.co.uk

1.2 Client: The business named and signing this agreement (the "Client"), whose details are set out in the signature block at the end of this document.

1.3 This agreement governs all IT support services provided by Compton Services to the Client at their business premises and/or remotely.

1.4 The Client warrants that the person signing this agreement has authority to enter into it on behalf of the business.

■ 2. Services Provided

Compton Services will provide the following commercial IT support services as requested:

- Hardware repair, replacement, and diagnostics — workstations, servers, printers, and peripherals
- Software installation, configuration, updates, and troubleshooting
- Virus, malware, ransomware, and security threat removal and remediation
- Network setup, configuration, and ongoing management — LAN, Wi-Fi, VPN
- Microsoft 365 setup, migration, licensing management, and ongoing support
- Business email setup, configuration, and troubleshooting
- Server setup, configuration, and management
- CCTV and physical security system installation and support
- Data backup configuration, monitoring, and recovery
- Cloud storage setup and management
- Remote support via secure remote desktop connection
- On-site visits to business premises within the agreed service area
- IT consultancy and strategic advice

■ 3. Monthly Business Support Plans

3.1 Where the Client subscribes to a monthly business support plan, the plan includes pooled support hours which may be used for remote or on-site support, or a combination of both.

3.2 Available plans (flat rate, up to 5 devices per site): Basic (2 hours, next-day response, £75.00/month); Standard (4 hours, same-day response, £130.00/month); Premium (6 hours, 4-hour response, £200.00/month). Discounts: 3-month (5%), 6-month (10%), 12-month (15%).

3.3 Unused hours do not roll over to the following month.

3.4 Additional hours beyond the plan allowance are charged at the standard business ad-hoc rate.

3.5 Plans cover up to 5 devices per site. Additional devices (up to 5 extra) at £15.00 per device per month. More than 10 devices — contact for a bespoke quote.

3.6 Monthly plans require 30 days written notice to cancel, sent to info@comptonservices.co.uk. Cancellation takes effect at the end of the billing period following the notice period.

3.7 Cancellation before the end of a discounted commitment period will result in remaining months becoming due at the standard monthly rate.

3.8 Additional licence charges (e.g. Microsoft 365, antivirus) are not included in plan fees and will be charged separately at cost.

■ 4. Ad-Hoc Hourly Rates and Charges

4.1 Rates outside a monthly plan: First hour — £100.00; Subsequent hours — £75.00/hr; Half day (4 hrs) — £275.00; Full day (8 hrs) — £500.00; Emergency / out of hours — £100.00/hr.

4.2 Out of hours = evenings (after 6:00pm) and weekends. OOH call-out fee of £75.00 per visit applies in addition to the hourly rate.

4.3 For visits more than 25 miles from Margate, additional mileage of 45p per mile applies to the distance exceeding 25 miles.

4.4 Minimum charge of one hour applies to all ad-hoc work.

4.5 Fixed price services are charged per the current Business Price List at www.comptonservices.co.uk.

4.6 Server management: £150.00–£200.00/month. Emergency OOH server support: £100.00/hr.

■ 5. Payment Terms

5.1 Payment due within 14 days of invoice for ad-hoc work and managed services. Accepted: bank transfer, card payment.

5.2 Monthly plan fees invoiced at the start of each billing period, due within 7 days of invoice date.

5.3 Parts and third-party licences quoted separately. A deposit of up to 100% of parts cost may be required before ordering.

5.4 Non-payment beyond 14 days of the due date: Compton Services may (a) suspend services; (b) charge statutory interest at 8% above Bank of England base rate per the Late Payment of Commercial Debts (Interest) Act 1998; (c) recover reasonable debt recovery costs.

5.5 Written quote provided before work commencing for jobs likely to exceed £200.00 in labour costs.

5.6 All prices are exclusive of VAT where applicable.

■ 6. Confidentiality

6.1 Compton Services acknowledges it may access confidential Client information including business data, financial records, customer data, and system credentials during service delivery.

6.2 All such information will be kept strictly confidential and not disclosed to third parties without written consent, except where required by law.

6.3 This confidentiality obligation survives termination of this agreement.

6.4 The Client agrees not to disclose Compton Services' pricing or proprietary processes to third parties without consent.

■ 7. Data Protection and Security

7.1 Both parties will comply with UK GDPR and the Data Protection Act 2018.

7.2 Where Compton Services processes personal data on behalf of the Client, Compton Services acts as data processor and the Client as data controller.

7.3 Compton Services will process personal data only per the Client's instructions, implementing appropriate technical and organisational security measures.

7.4 Remote access to Client systems will only be conducted with prior consent using industry-standard secure tools.

7.5 The Client is responsible for maintaining adequate data backups. Compton Services accepts no liability for data loss where adequate backups were not in place.

■ 8. Liability and Limitations

8.1 Compton Services will carry out all work with reasonable skill and care in accordance with industry best practices.

8.2 Total liability is limited to the total value of work carried out in connection with the specific claim during the preceding 3 months.

8.3 Compton Services accepts no liability for: (a) loss of profits or revenue; (b) loss of data; (c) consequential or indirect losses; (d) damage caused by third-party hardware or software; (e) pre-existing faults or vulnerabilities; (f) breach caused by the Client's failure to follow reasonable advice.

8.4 Compton Services maintains appropriate professional indemnity insurance. Details available on request.

8.5 Nothing limits liability for death or personal injury caused by negligence, fraud, or liability that cannot be excluded by law.

■ 9. Intellectual Property

9.1 Bespoke software, scripts, or documentation created specifically for the Client become Client property upon full payment for that work.

9.2 Tools, templates, or methodologies developed independently by Compton Services remain Compton Services' property.

9.3 The Client grants Compton Services permission to access their systems solely for delivering the agreed services.

■ 10. Cancellation and Scheduling

10.1 Appointments may be cancelled or rescheduled with at least 24 hours' notice. Less than 24 hours' notice may incur a fee of up to one hour's labour at the applicable rate.

10.2 For planned maintenance or project work, cancellation within 48 hours may result in up to 50% of the quoted value becoming payable.

10.3 Compton Services may reschedule appointments due to emergency circumstances, with notice given as soon as reasonably practicable.

10.4 Either party may terminate this agreement with 30 days' written notice. Work completed or in progress at termination remains payable in full.

10.5 Compton Services may terminate immediately if the Client fails to pay and does not remedy the breach within 7 days of written notice.

■ 11. General Terms

11.1 This agreement constitutes the entire agreement between the parties and supersedes all prior discussions or agreements.

11.2 Terms may be updated with 30 days' written notice. Continued use of services after that date constitutes acceptance of the updated terms.

11.3 Neither party is liable for failure to perform due to circumstances beyond their reasonable control (force majeure).

11.4 This agreement may not be assigned by the Client without prior written consent from Compton Services.

11.5 Governed by the laws of England and Wales. Disputes subject to the exclusive jurisdiction of the courts of England and Wales.

11.6 If any provision is found to be unenforceable, the remaining provisions continue in full force and effect.

■ 12. Agreement and Signatures

By signing below, both parties confirm they have read, understood, and agree to the terms of this Business Support Agreement.

CLIENT BUSINESS

Business Name: _____

Company Number (if applicable): _____

Business Address: _____

Town / City: _____

Postcode: _____

Business Email: _____

Business Phone: _____

Authorised Signatory:

Full Name: _____

Job Title: _____

Signature: _____ **Date:** _____

COMPTON SERVICES

Name: _____

Signature: _____ **Date:** _____

Compton Services is a sole trader business registered in England and Wales. This agreement covers commercial business IT support only. For residential support please request a separate Home Support Agreement.