



Ensure Technologies

## ENSURE TECHNOLOGIES WORK ORDER

Ensure Technologies with its principal place of business 3434 106th Circle Suite M, Urbandale, Iowa 50322, will provide and perform technical services for \_\_\_\_\_ the terms outlined below. This document is required for each on-site or remote service call requested unless the customer has purchased an Ensure Technologies Support Agreement, which provides for priority service.

### 1. Loss of Data Waiver

It is the responsibility of the client to ensure that all of its files and data are adequately backed-up and documented prior to and throughout any service maintenance, repair or installation by Ensure Technologies. Ensure Technologies will not be held responsible for any data lost during the course of maintenance service, repair, or installation or for the cost relating to the reconstruction of any files or data or any claim(s) of business interruption. Ensure Technologies will, if requested, previously in writing, perform any necessary back-ups and restores; such assistance will be billable at the prevailing time and material rates specified in Ensure Technologies' rate sheet. Ensure Technologies will not assume any responsibility for any virus, which may be found in your system(s).

### 2. Networks/Workstations

Any quotation provided by Ensure Technologies for technical services is an estimate based on information received from the client. Due to the complexity of network/workstation upgrades and installations and hardware and software incompatibility Ensure Technologies cannot guarantee network uptime and will be deemed free of any liability due to network downtime. Hours of service will be logged on a daily basis by a Ensure Technologies technician based on actual time spent applying our expertise to the task at hand regardless of the final resolution. Customer will be charged for a minimum of one hour for each on-site visit. If the project is completed in less than the number of hours originally quoted, the customer will be credited the hours not used. If the number of hours surpasses the number of hours originally quoted, the customer will be billed per man-hour at the hourly rate specified.

## Scope of Work

Please describe the issue(s) that you wish to have addressed to the best of your ability so that we may dispatch the appropriate engineer.

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(Please add additional pages if necessary.)

By: \_\_\_\_\_  
Customer (signature)

By: \_\_\_\_\_  
Ensure Rep. (signature)

Name: \_\_\_\_\_  
(please print)

Name: \_\_\_\_\_  
(please print)

Title: \_\_\_\_\_

Title: \_\_\_\_\_