**IT Support Terms and Conditions**

**Introduction**

IT support terms and conditions is a legal contract between the IT support provider and the client, outlining the terms and conditions of IT support services.

## **Purpose**

The agreement specifies the scope of IT support services to be provided and the obligations of both parties.

**Services**

The agreement outlines the specific IT support services to be provided, including any customization or integration with third-party services.

**Service level agreements**

The agreement outlines service level agreements (SLAs), including response times, resolution times, and availability.

**Payment**

The agreement specifies the fees and payment terms associated with the IT support services.

**User accounts**

The agreement specifies the terms and conditions for creating and managing user accounts, including any restrictions on access.

**Data protection**

The agreement outlines the data protection and security measures taken by the IT support provider to protect client data.

**Intellectual property**

The agreement clarifies the ownership of any IT support tools and any associated intellectual property rights.

**Termination**

The agreement specifies the circumstances under which either party may terminate the agreement.

**Governing law**

The agreement specifies the governing law and jurisdiction of the agreement, and includes contact information for the IT support provider in case the client has any questions or concerns.