



208GEEK.COM

MSA Terms and Conditions

208GEEK, LLC offers Maintenance Service Agreements (MSA) for Residential customers and Small Business customers (SMB). This serves as your copy of 208GEEK's terms and conditions. 208GEEK is not liable for any lost data, software, consequential damages, or economic loss of any kind. 208GEEK reserves the right to modify these terms.

1. Hours expire after 2 years.
2. Hours can be used for onsite, remote, or in the shop.
3. Remote support calls are deducted in 30-minute increments.
4. MSA customers are provided priority next day support.
5. SMB customers are provided same day service for emergency callouts.
6. Emergency callouts are deducted at 1.5 times per hour.
7. Emergency callouts are at the sole discretion of 208geek.
8. MSA customers receive upgraded onsite MX warranties.
9. Onsite may only be scheduled inside our service radius.
10. Onsite may only be scheduled during onsite operating hours.
11. MSA customers receive in shop diagnostics at no charge.
12. Customers with Server Monitoring are deducted 1 hour per month.
13. Unused hours may be refunded at sole discretion of 208GEEK.
14. Unused hours are not transferable.

REV. 4/2023