

Hardware support contract

Contract no. BRS-2025-0187 · between **Brightrack Services** (the provider) and **Acme**, IT team (the customer).

1. Term

From 1 March 2025 to 28 February 2027. The contract renews for one year unless either party gives three months' written notice.

2. Service level

Next-business-day on-site intervention for the equipment listed in schedule A. Cases are opened on the provider's portal, support.brightrack.example, or by e-mail to support@brightrack.example, quoting the contract number and the serial number of the machine.

Priority	Example	Response	On site
P1	Server down, service stopped	2 hours	Next business day
P2	Redundant part failed (disk, power supply)	4 hours	Next business day
P3	Question, configuration advice	1 business day	Not included

3. Spare parts

The provider keeps a stock of disks, power supplies and memory modules for the covered models. Replaced disks stay with the customer, who destroys them: no data leaves Acme.

4. Exclusions

Software, operating systems and virtual machines; damage caused by a power failure outside the provider's equipment; consumables.

5. Price

4,800 EUR excluding VAT per year, invoiced in March. Equipment added during the year is invoiced pro rata.

6. Contacts

Role	Name	Address
Customer, contract owner	Claire Martin	claire.martin@acme.example
Customer, technical contact	Hugo Bernard	hugo.bernard@acme.example
Provider, account manager	Jonas Lindqvist	accounts@brightrack.example

Signed on 14 February 2025. For Acme: Claire Martin, IT team lead. For Brightrack Services: Jonas Lindqvist, account manager.

Schedule A: covered equipment

Name	Role	Location	Serial number
web1	public website	rack A	BRX-7731-0042
web2	public website (standby)	rack A	BRX-7731-0043
db1	primary PostgreSQL	rack B	BRX-9120-0108
db2	PostgreSQL read replica	rack B	BRX-9120-0109
pve1	Proxmox hypervisor	rack B	BRX-9340-0021

Laptops and network equipment are not covered by this contract: laptops come with the manufacturer's warranty, switches and firewalls with their own support.