



1840 Jefferson Hwy, STE 102-104, Fishersville, VA 22939 | 540-885-3129 | Fax 703-935-2665  
www.encomputers.com

## Emergency or Priority Service Approval Form

Company Name:

Requestor Name:

Service Site Name:

Service Approver (if different than requestor):

Applicable Service Ticket Number(s):

Scheduled Service Begin Date:

Time:

Emergency/Priority Fee:

After Hours Rate(s) (if applicable):

*E-N Computers services are prioritized according to the following criteria:*

- Service Contract / Service Management clients get highest priority.*
- Non-contract customers are scheduled on a first come / first available basis beyond eight business hours.*

An Emergency or Priority Service Fee is added when one or both of the following conditions are met:

- 1: An Emergency request for Service is made and that service is to be scheduled and begin within eight business hours of E-N Computers receiving, from your company, this signed approval.
- 2: Priority Service is requested, by the client, to be performed earlier than then first available time slot. The request requires existing and already scheduled clients be moved in order to accommodate the request.

The After Hours rate only applies to services performed on holidays or outside of E-N Computers normal business hours of 8-5 Monday through Friday.

By signing or approving via email, this document, you agree that you are authorized and approve for the Company, Company Site and/or Requestor and/or Service Contact listed the above the listed Emergency or Priority Fee plus E-N Computers regular hourly rate and/or the After Hours Rate (if applicable).

Signature of Approver

Date

E-N Computers cannot begin Emergency or Priority Services until receipt of this executed document. Please sign and fax the completed document to 703-935-2665 or fill out and attach the electronic copy received by email and reply to [dispatch@encomputers.com](mailto:dispatch@encomputers.com) with Your Name, your title, the date and time and a statement of approval or agreement to the Emergency/Priority Services Terms. Please feel free to call and confirm we received the document and schedule your service.