



# CLIENT BILL OF RIGHTS

Our Commitment to Every ParJenn Technologies Client

We are committed to providing every client with the absolute best IT services and support possible. The rights below represent our standing promise to you — and a standard we believe you should demand from any IT provider you work with.

## **Fast Response, Every Time**

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You have the right to expect rapid response to any IT issue. We pledge to respond to support requests within 60 minutes or less during business hours, and to provide after-hours emergency contact for critical issues. We show up to scheduled appointments on time, and give advance notice when circumstances require a change.

## **Plain English — Always**

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You have the right to answers in plain English. We will never use technical jargon to confuse you, talk down to you, or make you feel uninformed about your own technology. Every explanation, invoice, and recommendation will be clear and understandable.

## **Professional, Respectful Service**

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You have the right to exceptional service from people who appreciate your business. We pledge to treat you and your entire team with courtesy, professionalism, and respect at all times — without exception.

## **Forward-Thinking Technology Guidance**

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You have the right to proactive guidance. We pledge to stay ahead of emerging technologies and cybersecurity threats so we can present you with best-in-class options before problems arise — not after.

## **Complete Visibility Over Your Systems**

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You have the right to full transparency over your IT environment. We pledge to provide complete written documentation of all hardware, software, licenses, and passwords — so you are never held hostage by your IT provider. Your systems belong to you.

## **Accurate, On-Budget Billing**

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You have the right to accurate invoices with no surprises. We pledge to always deliver on time and on budget, and to never add hidden fees or overages you have not explicitly agreed to. Every invoice will clearly explain what work was performed and why.

## **Protection Against Our Mistakes**

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You have the right to be protected if we make an error. We maintain errors and omissions insurance, workers' compensation, and business liability coverage — so in the unprecedented event of a mistake on our part, you are covered.

## **24/7 Account Visibility**

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You have the right to know the status of your account and any open support requests at any time. We pledge to keep you informed throughout every issue, communicate resolution progress clearly, and ensure you never have to chase us for an update.

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A large part of our business comes from referrals from satisfied clients. We want you to recommend us — and we know that only happens when you are genuinely thrilled with our service. That is why we work hard to go above and beyond, every single day.