





CONTARCT PROPOSAL

WEB DEVELOPMENT

TEST DOMAIN: https://hilltopacademy.pythonanywhere.com

Prepared for: Hilltop International Christian Center.

Prepared By: Easy-Jay Technologies.

Website: https://easyjay.pythonanywhere.com



PREFIX

These agreement outlines the terms and conditions of the products and services we will be providing.

- 1. **Statement of Work (SOW):** This is often an attachment to the main agreement that provides detailed information about the specific tasks, milestones, and deliverables that will be provided as part of the project.
- 2. **Software Development Agreement:** This is the primary document that sets out the terms of the project, including scope of work, payment terms, timelines, deliverables, intellectual property rights, confidentiality, warranties, and any other relevant clauses.
- 3. **Non-Disclosure Agreement (NDA):** If we will be sharing sensitive information or proprietary code with the other party during the negotiation or development process, an NDA helps protect your confidential information from being disclosed to third parties.
- 4. **Intellectual Property (IP) Assignment Agreement:** If the software or any other intellectual property created during the project will be transferred to the other party, if not so; you may need a separate agreement specifically addressing the ownership and transfer of IP rights.
- 5. **Payment Terms and Invoice:** We clearly outline the payment terms, including the amount, payment schedule, payment methods, and any late payment penalties. Also, we ensure that a detailed invoice will be sent across to the other party for each payment.
- 6. **Change Order Form**: If there are any changes or additions to the original scope of work, use a change order form to document and approve these modifications.
- 7. **Warranty or Support Agreement:** If we will be providing post-delivery support or maintenance services, consider having a clear agreement that outlines the terms and duration of the support period or if it's a lifetime support.

STATEMENT OF WORK (SOW)

SCOPE OF WORK:

- a. Student Registration.
- b. Book Selling.
- c. Admission Number Generator.
- d. E-learning Embedded Section.
- e. Advert Space Carousel

a) Student Registration:

Implement a user registration system that allows students to create accounts. Include fields for personal information, contact details, and academic history. Enable user verification and password recovery mechanisms (Django AllAuth).

And am excited to share with you the outstanding reliability and functionality of Django AllAuth and SocialAccount version 4.10. As a prominent authentication solution in the Django ecosystem, AllAuth has proven its mettle over the years, providing secure and seamless user authentication for a wide range of web applications. When coupled with SocialAccount, it elevates the user experience by enabling quick and effortless social media login integration.

Here are some key reasons why you can trust Django AllAuth and SocialAccount 4.10 for your project:

• Battle-Tested and Well-Maintained:

Django AllAuth is a battle-tested authentication library that has been widely adopted by the community. It has undergone rigorous testing and improvements over multiple versions, making it one of the most reliable authentication solutions for Django. Its continuous maintenance ensures that any security vulnerabilities are promptly addressed, keeping your application safe and secure.

• Comprehensive Authentication Support:

AllAuth provides comprehensive authentication support, allowing users to sign up, log in, and reset passwords seamlessly. Additionally, it supports multifactor authentication (MFA) and integration with popular identity providers, including

Google, Facebook, Twitter, and more. This level of flexibility caters to diverse user preferences and makes it easy to adapt to your application's specific requirements.

• Easy Social Media Integration:

SocialAccount extends the capabilities of AllAuth, enabling social media login integration with just a few lines of code. With SocialAccount, users can quickly sign up or log in using their existing social media accounts, reducing barriers to entry and enhancing the user onboarding experience. It also simplifies the process of retrieving user information from social platforms, allowing you to leverage valuable user data to improve your application's services.

• Customizability and Flexibility:

Django AllAuth is designed with flexibility in mind. It provides a wide range of customizable templates and views that can be tailored to match the look and feel of your application. Moreover, it allows for easy integration with your existing user model or the creation of a custom user model, ensuring a seamless fit within your Django project's architecture.

• Active Community Support:

The Django community is vibrant and active, and the AllAuth package is no exception. With a large number of contributors and a dedicated team of maintainers, you can rely on timely updates, bug fixes, and ongoing support. If you encounter any issues or have questions, the community and official documentation are readily available to assist you.

In conclusion, Django AllAuth and SocialAccount 4.10 offer a robust, secure, and user-friendly authentication solution for your Django web application. Its proven track record, seamless social media integration, customizability, and strong community support make it the ideal choice to ensure a reliable authentication system for your users.

b) Books Selling:

Design an e-commerce platform for selling books.

Integrate a shopping cart, payment gateway, and order tracking system.

Enable book search, filters, and product descriptions.

The product we designed for your web application incorporates state-ofthe-art security measures, including CSRFToken for Python 10.0, and utilizes the highly reliable PayPal and WhatsApp Payment gateways for seamless transactions.

CSRFToken for Python 10.0:

Cross-Site Request Forgery (CSRF) attacks are a potential threat to web applications. To safeguard your users and protect your application, we have implemented CSRFToken in Python 10.0. This token-based security mechanism prevents unauthorized requests from malicious sources, ensuring that only legitimate requests are processed by your application. With this robust security layer, you can be confident that your users' data and transactions are safe from CSRF vulnerabilities.

Reliable Payment Gateway Integration - PayPal and WhatsApp Payment: To provide a smooth and secure payment experience for your users, we have integrated two highly reliable payment gateways: PayPal and WhatsApp Payment.

PayPal: With its widespread global acceptance, PayPal is a trusted and secure online payment platform. Its proven track record in processing transactions ensures that your users can make payments with confidence. Moreover, PayPal offers a range of payment options, making it convenient for users from different regions and demographics.

WhatsApp Payment: WhatsApp Payment is a secure and user-friendly payment system that allows your users to make transactions directly from their WhatsApp accounts. It leverages end-to-end encryption to safeguard financial data and offers a familiar interface, which increases user trust and encourages seamless transactions.

By combining the power of these reliable payment gateways, we have ensured that your users can make payments easily and with complete peace of mind.

At [Your Company/Organization], we take security and user experience seriously. The incorporation of CSRFToken for Python 10.0 and the integration of trusted payment gateways like PayPal and WhatsApp Payment underscore our commitment to delivering a secure, reliable, and user-friendly product for your web application.

c) Admission Numbers:

Develop a unique admission number generation system for each registered student. Ensure the system assigns sequential, non-repeating admission numbers.

We are thrilled to introduce Python Django as a powerful and dependable framework for generating random unique admission numbers for your admission management system. With its robust features and strong community support, Django provides a secure and reliable solution to ensure seamless operations and eliminate the possibility of duplicates.

Why Choose Python Django for Admission Number Generation:

Unique and Random Number Generation:

Django offers built-in utilities to generate unique and random admission numbers effortlessly. By leveraging its robust UUID (Universally Unique Identifier) module, you can create admission numbers that are virtually impossible to predict or replicate. This feature guarantees that each student receives an admission number that is distinct and truly unique.

Scalability and Performance:

Django's efficient architecture and database optimization ensure that admission number generation remains fast and reliable even as your institution grows. With Django's ability to handle high-traffic websites and complex applications, you can trust that the admission number generation process will remain smooth and efficient regardless of the number of admissions processed.

❖ Security and Validation:

Admission numbers are a critical piece of information in the education system. Django's built-in validation mechanisms help ensure that each generated admission number adheres to your specified format and requirements. Additionally, Django's inherent security features prevent any potential vulnerabilities, ensuring the confidentiality of sensitive data.

Community Support and Ongoing Updates:

Django is an open-source framework with a large and active community. The continuous contributions from developers around the world mean that Django stays up-to-date with the latest security patches and improvements. This active community support further strengthens the reliability and stability of the framework for admission number generation.

Customization and Integration:

Python Django is known for its flexibility and extensibility. You can easily customize the admission number generation process to suit your institution's unique requirements. Whether you need specific formatting rules or additional data attached to the admission number, Django allows you to seamlessly integrate these features into your system.

❖ Data Integrity and Backup:

Django emphasizes data integrity, which means that the admission numbers generated are safely stored and maintained in the database. Additionally, Django's data backup features ensure that your admission records are secure and recoverable in case of any unforeseen incidents.

d) E-learning Embedded Section:

In the rapidly evolving world of education, E-learning has emerged as a powerful tool to facilitate remote learning, enhance accessibility, and foster continuous skill development. To harness the potential of E-learning, we are excited to introduce the E-learning Embedded Section, a cutting-edge addition to your web application.

Key Features of the E-learning Embedded Section:

Seamless Integration: The E-learning Embedded Section seamlessly integrates within your web application, creating a cohesive and unified learning experience for your users. Whether you are an educational institution, corporate training provider, or any organization seeking to offer online courses, this embedded section serves as a natural extension of your existing platform.

Diverse Content Formats: Our E-learning Embedded Section supports a wide range of content formats, including interactive video lessons, presentations, quizzes, downloadable resources, and more. This versatility allows you to create engaging and dynamic learning materials that cater to different learning styles and preferences.

Personalized Learning Paths: Tailoring the learning journey to individual needs is essential for effective E-learning. With our embedded section, you can create personalized learning paths, guiding learners through a sequence of courses and modules based on their interests, skill levels, and progress.

Progress Tracking and Analytics: Monitoring learner progress is crucial to measure the effectiveness of your E-learning initiatives. Our embedded section offers comprehensive

progress tracking and analytics, providing valuable insights into user engagement, completion rates, and assessment performance.

e) Advert Space Carousel:

In the fast-paced digital landscape, effective advertising is key to capturing your audience's attention and conveying your message. Introducing the Advert Space Carousel, an innovative and dynamic advertising solution that elevates your web application's promotional capabilities to new heights.

Key Features of the Advert Space Carousel:

Captivating Visual Appeal: The Advert Space Carousel is designed to create visually striking and captivating advertisements that leave a lasting impression on your users. With its dynamic carousel format, you can display multiple ads in a visually appealing sequence, maximizing engagement and click-through rates.

Multiple Ad Slots: Our carousel allows for the incorporation of multiple ad slots, enabling you to showcase a diverse range of advertisements simultaneously. Whether you want to promote products, services, events, or announcements, the carousel provides ample space to accommodate all your advertising needs.

Interactive User Experience: The carousel's interactive nature encourages user engagement. Users can navigate through the carousel manually or automatically, exploring each ad at their own pace. This interactive experience keeps users actively involved and increases the likelihood of them exploring the advertised content.

Seamless Integration: The Advert Space Carousel seamlessly integrates into your web application, making it a natural part of the user interface. Whether you want it on the homepage, landing pages, or specific sections, the carousel adapts to various layouts and designs, ensuring a cohesive user experience.

Customizable Design: We understand the importance of branding and visual consistency. With the Advert Space Carousel, you have the freedom to customize the design, layout, and transition effects to match your web application's unique branding guidelines.

Targeted Advertising: Personalization is key to successful advertising campaigns. The carousel allows for targeted advertising, displaying relevant ads based on user preferences, behavior, or demographics. This targeted approach maximizes the impact of your ads and enhances the user experience.

Milestones:

Outlining the major milestones or phases of these project, along with their expected completion dates.

a) Milestone 1 - User Registration System:

Expected Completion: [Done]

b) Milestone 2 - Books Selling Platform:

Expected Completion: [Done]

c) Milestone 3 - Admission Number Generation:

Expected Completion: [Done]

c) Milestone 3 – Advert Graphic:

Expected Completion: [ON-Request]

[EASY-JAY TECHNOLOGY] SOFTWARE DEVELOPMENT AGREEMENT

This Software Development ("Agreement") is made and entered into as of
[Date:/], by and between [EASY-JAY TECHNOLOGY.], (hereinafter
referred to as the "Developer"), and [],
[Address:] (hereinafter referred to as the
'Client").

1. RECITALS:

WHEREAS, the Client wishes to develop and implement a comprehensive software solution that includes a login system, books selling functionality, advert space, Student e-learning platform, and admission form Generator (collectively referred to as the "Software").

WHEREAS, the Developer possesses the necessary expertise and capabilities to design, develop, and deploy the Software.

NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the parties hereto agree as follows:

2. SCOPE OF WORK:

The Developer shall design, develop, and implement the Software according to the specifications and requirements provided by the Client.

The Software shall include the following functionalities:

- a) Login System: Secure user authentication and authorization mechanism to control access to the platform.
- b) Books Selling: E-commerce functionality to enable users to purchase books from the platform.
- c) Student E-Learning: Interactive e-learning modules to facilitate student learning.
- d) Admission Form: A user-friendly admission form to collect student application details.
- e) Advert Space: Display of future events and quick update Notification

3. DELIVERABLES:

- 3.1 The Developer shall deliver the Software in stages, as agreed upon in the Statement of Work (SOW).
- 3.2 The Client shall have the opportunity to review and test each deliverable during the development process and provide feedback to the Developer.

4. GENERAL:

- 4.1 This Agreement constitutes the entire understanding between the parties and supersedes all prior negotiations, understandings, and agreements, whether oral or written.
- 4.2 Any amendments to this Agreement must be made in writing and signed by both parties.
- 4.3 This Agreement shall be governed by and construed in accordance with the laws[Federal Republic of Nigeria].
- 4.4 Any disputes arising under this Agreement shall be subject to the exclusive jurisdiction of the courts of [Federal Republic of Nigeria].

IN WITNESS WHEREOF, the parties have executed this Software Development Agreement as of the date first above written.

[EASY-JAY TECHNOLOGY]
By: Analyst. Ogba James
[Title: Developer]
[]
Ву:
Title:

CONTENT AGREEMENT - NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure ("Agreement") is made and entered into as of
[Date:
(hereinafter referred to as the "Disclosing Party"), and [],
[Address:] (hereinafter referred to as the
"Receiving Party").

WHEREAS, the Disclosing Party possesses certain confidential information and proprietary code (hereinafter referred to as "Confidential Information") that is valuable and proprietary;

WHEREAS, the Receiving Party may be exposed to and have access to the Confidential Information during the course of negotiations or collaboration related to [Purpose of the NDA, e.g., Software Development Project];

NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the parties hereto agree as follows:

1. DEFINITIONS:

1.1 "Confidential Information" shall mean any non-public information, including but not limited to trade secrets, technical data, proprietary code, business plans, financial information, customer lists, and any other information that is marked or identified as confidential or that should reasonably be understood to be confidential.

2. OBLIGATIONS OF THE RECEIVING PARTY:

- 2.1 The Receiving Party agrees to keep all Confidential Information strictly confidential and to take all reasonable precautions to prevent unauthorized disclosure, use, or dissemination of the Confidential Information.
- 2.2 The Receiving Party shall not use the Confidential Information for any purpose other than [Purpose of NDA, e.g., evaluating potential collaboration or performing the agreed-upon services].
- 2.3 The Receiving Party shall limit access to the Confidential Information to its employees, agents, or contractors who have a need to know and who have signed similar confidentiality agreements or are bound by a professional duty of confidentiality.

3. EXCEPTIONS:

3.1 The obligations of confidentiality shall not apply to information that is already publicly known or becomes publicly known through no fault of the Receiving Party.

3.2 The Receiving Party may disclose Confidential Information to the extent required by law or court order; provided that the Receiving Party provides the Disclosing Party with prior written notice of such disclosure to allow the Disclosing Party to seek a protective order or other appropriate remedy.

4. DURATION:

4.1 The obligations of confidentiality under this Agreement shall continue for a period
of [/] from the date of disclosure of the Confidential
Information or until such time as the Confidential Information becomes publicly known
through no fault of the Receiving Party, whichever occurs first.

5. RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION:

5.1 Upon the Disclosing Party's request or the termination of discussions or collaboration, the Receiving Party shall promptly return or, at the Disclosing Party's option, destroy all copies of the Confidential Information in its possession, custody, or control.

6. NO LICENSE GRANT:

6.1 Nothing in this Agreement shall be construed as granting, either expressly or by implication, any license or transfer of rights to the Confidential Information, except as necessary for the performance of the Receiving Party's obligations under this Agreement.

7. GOVERNING LAW:

- 7.1 This Agreement shall be governed by and construed in accordance with the laws of [Federal Republic of Nigeria].
- 7.2 Any disputes arising under or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of [Federal Republic of Nigeria].

IN WITNESS WHEREOF, the parties have executed this Non-Disclosure Agreement as of the date first above written.

INTELLECTUAL PROPERTY (IP) LICENSING AGREEMENT

This Intellectual Property (IP) Licensing Agreement ("Agreement") is made and entered into as
of [Date:/], by and between [EASY-JAY TECHNOLOGY], (hereinafter
referred to as the "Licensor"), and [],
[Address:] (hereinafter referred to as the " Licensee ").
WHEREAS, the Licensor has developed certain proprietary software, including frontend source code for operation, and related intellectual property (collectively referred to as the "Software").
WHEREAS, the Licensee wishes to obtain a license to use the Software under the terms and conditions set forth herein.
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NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the parties hereto agree as follows:

1. License Grant:

- 1.1 Subject to the terms and conditions of this Agreement, the Licensor hereby grants the Licensee a non-exclusive, non-transferable, and revocable license to use the frontend source code of the Software for operation purposes only.
- 1.2 The Licensee shall not modify, reverse engineer, decompile, or disassemble the Software or any part thereof without the prior written consent of the Licensor.

2. Ownership of Intellectual Property:

- 2.1 The Licensor retains all ownership rights of the SOURCE CODE, and interest in and to the Software, including the frontend source code, and any modifications, enhancements, or derivative works thereof; if agreement is bridged.
- 2.2 Nothing in this Agreement shall be construed as transferring ownership of the Software or any intellectual property rights to the Licensee.

3. Usage Restrictions:

- 3.1 The Licensee shall use the Software solely for its internal operations and shall not sublicense, sell, lease, distribute, or otherwise commercially exploit the Software.
- 3.2 The Licensee shall not use the Software for any unlawful, unethical, or infringing purposes.

4. Confidentiality:

4.1 The Licensee agrees to treat the Software and all related information as confidential and shall not disclose or permit the disclosure of any part of the Software to any third party without the prior written consent of the Licensor.

5. Term and Termination:

- 5.1 This Agreement shall commence on the Effective Date and continue until terminated by either party upon written notice to the other party.
- 5.2 Upon termination of this Agreement, the Licensee shall immediately cease all use of the Software and return or destroy all copies of the Software in its possession or control. {As agreed by both parties}.

6. Indemnification:

6.1 The Licensee agrees to indemnify, defend, and hold harmless the Licensor from and against any claims, damages, liabilities, losses, or expenses arising out of the Licensee's use or misuse of the Software.

PAYMENT TERMS AND INVOICE

PAYMENT:

The Client shall pay the Developer in accordance with the payment terms specified below in the **Payment structure (1)**.

All payments shall be made in [Currency] to the Developer's designated bank account.

1. Payment Structure:

- 1.1 EASY-JAY TECHNOLOGY agrees to provide with free access to the Software for up to 500 users on the page (hereinafter referred to as "**Free Access Threshold**").
- 1.2 If the number of users exceeds 500 on the page, you shall pay a fee of \$5 per user per yearly (hereinafter referred to as "**Per User Fee**").
- 1.3 Payment Reserved Only for New Users if Above 500 Subscriber: The Per User Fee is reserved exclusively for new users who exceed the 500-user limit on the page. For existing users below the threshold, there are no additional charges, ensuring fairness and flexibility in managing your user base.

2. Payment Schedule:

- 2.1 We shall be invoiced on a monthly basis for the total amount due, calculated based on the number of users exceeding the Free Access Threshold during the preceding month.
- 2.2 Payment shall be made within [15 number of days] from the date of the invoice.

3. Late Payment Penalty:

3.1 In the event of late payment, you shall be liable to pay a late payment penalty of [penalty percentage of 5% per outstanding month] on the outstanding amount until full payment is received.

3.2 If late payment persists for [30 number of days] from the due date, the Licensor reserves the right to suspend access to the Software until payment is made in full.

4. Payment Methods:

4.1 You shall make payments to the EASY-JAY TECHNOLOGY via [acceptable payment methods, e.g., bank transfer, online payment gateway, and Cheque Book]. Your preferred payment method shall be specified in the invoice.

5. Invoice Details:

- 5.1 We shall provide a detailed invoice to the You for each billing period, including the following information:
- a) Invoice number and date
- b) Your name and address
- c) Description of the Software usage for the billing period
- d) Number of users on the page during the billing period
- e) Calculation of fees based on the Per User Fee for users exceeding the Free Access Threshold
- f) Total amount due
- g) Payment due date and late payment penalty information (if applicable)
- h) Payment method details and instructions for payment

6. Audit Right:

- 6.1 We reserves the right to conduct periodic audits to verify the number of users on the page and the accuracy of usage data for billing purposes.
- 6.2 You shall reasonably cooperate with the Us during any such audit and provide access to relevant records and systems.

7. Adjustments:

- 7.1 In the event of any adjustments to the number of users or usage calculations, the parties shall promptly discuss and agree on the revised payment amount.
- 7.2 Any adjustments shall be reflected in subsequent invoices.

8. Taxes:

8.1 You shall be responsible for any applicable taxes, duties, or levies imposed by the relevant authorities in connection with the use of the Software and payment under this Agreement.

9. Record Keeping:

9.1 Both parties shall maintain accurate and detailed records of all payments and related transactions for a period of [Each months].

CHANGE ORDER FORM

As we progress with the development of [Web App Development], we understand that projects of this nature can sometimes evolve, and requirements may change to better align with your goals and vision. We want you to know that we are fully committed to delivering the best possible results for you and are prepared to accommodate any modifications or additions to the original scope of work.

Whether it's a change in functionality, design, or any other aspect of the project, we are here to work closely with you and ensure that your evolving needs are met. Our team is equipped to assess the impact of any proposed changes on the project timeline and budget, and we will keep you informed every step of the way.

Please rest assured that our primary goal is your satisfaction, and we are dedicated to providing you with a seamless and successful project experience. We believe that open communication is

key to achieving this, so feel free to share any ideas or adjustments you may have in mind, and we will work diligently to incorporate them.

At [EASY-JAY TECHNOLOGY], we value our client relationships deeply, and your happiness with the final outcome is of utmost importance to us. Your input and feedback are invaluable to the success of this project, and we are here to listen and adapt accordingly.

USE THE FORM TEMPLATE BELOW TO REQUEST CHANGE ORDER (IF POSSIBLE)

Change Order Form
[Your ORAGNISATION Name]
[Address]
[City, State]
[Email Address] [Phone Number]
[Date]
Project Name: [Project Name] Client Name: [Client Name] Project Start Date: [Start Date] Original Scope of Work Agreement Date: [Original Agreement Date]
Change Request Details:
Description of Change: Please provide a detailed description of the requested change or addition to the original scope of work.
Reason for Change: Explain the reasons for the requested change and how it aligns with the project's objectives.
Impact on Project Timeline: Indicate whether the proposed change will affect the project timeline and if so, provide an estimated adjustment to the completion date.
Impact on Project Budget: Specify any potential impact on the project budget due to the requested change, including additional costs or savings.
Proposed Solution: Offer a proposed solution or alternative approach to accommodate the requested change.

Note: This Change Order Form serves as an official document and approved changes to the original scope of work. It is important to keep a copy of this form for the project records and ensure that both parties have a clear understanding of the agreed-upon changes and their impact on the project timeline and budget.

WARRANTY AND SUPPORT AGREEMENT

This Warranty and Support ("Agreement") is made and entered into as of
[Date:], by and between [EASY-JAY TECHNOLOGY],
(hereinafter referred to as the "Provider"), and [],
[Address:] (hereinafter referred to as the "Client").

WHEREAS, the Provider has completed the development and delivery of [Web App Development], as specified in the original Statement of Work ("SOW") dated [SOW Date].

WHEREAS, the Client desires to receive post-delivery support and maintenance services for the Software as described in this Agreement. Support services shall include addressing and resolving software defects, errors, and malfunctions that occur during the warranty period.

The warranty period shall commence on the date of project completion, as defined in the original SOW, and shall be valid for [Grace] unless otherwise.

ADDITIONAL SUPPORT and maintenance beyond the initial period shall be subject to a separate agreement between the parties.

1. TERMINATION:

Either party may terminate this Agreement in the event of a material breach by the other party, provided that a written notice of such breach is given to the breaching party, in limited time/date of [Date:..../..................] to cure the breach.

Termination shall not relieve the Client of its obligation to pay for the work completed and delivered by the Developer up to the date of termination.

NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the parties hereto agree as follows:

2. Response Time:

2.1 The Provider shall use commercially reasonable efforts to respond to support requests from the Client within [24 business hours] of receiving the request during the Provider's regular business hours.

3. Exclusions:

- 3.1 This Agreement does not cover support or maintenance services resulting from modifications, changes, or alterations made to the Software by any party other than the Provider without written approval.
- 3.2 Support services beyond the warranty period or for additional features not covered in the original SOW may be subject to a separate agreement and fees.

4. Ownership and Control:

- 4.1 The Client acknowledges that the Provider retains full ownership and control of the Software and any updates, enhancements, or modifications made during the support period.
- 4.2 The Provider reserves the right to incorporate any improvements or enhancements developed for the Software during the support period into future releases or versions of the Software.