

## IT SERVICE AGREEMENT

This Service Agreement ("Agreement") is entered into on 01 January 2025 between:

**Client:** ABC Technologies Pvt. Ltd.

**Vendor:** TechNova Solutions Pvt. Ltd.

### 1. Scope of Services

The Vendor agrees to provide IT infrastructure support, system maintenance, and on-call technical assistance to the Client.

### 2. Contract Duration

This Agreement shall commence on 01 January 2025 and remain in effect until 31 December 2025, unless terminated earlier as per this Agreement.

### 3. Payment Terms

The Client shall pay the Vendor a monthly fee of ₹150,000, payable within 30 days of invoice submission.

### 4. Service Level Agreement (SLA)

- System uptime must be maintained at 99.5%
- Critical issues must be resolved within 4 hours
- Non-critical issues must be resolved within 24 hours

### 5. Penalty Clause

Failure to meet SLA requirements for more than 3 consecutive months shall result in a penalty of **15%** of the monthly service fee.

### 6. Termination Clause

*(This clause has been removed as requested.)*

### 7. Renewal Clause

This Agreement shall be **automatically renewed for successive additional one-year terms** without requiring notice from either party.

### 8. Confidentiality

Both parties agree to maintain confidentiality of all proprietary and sensitive information.

### 9. Governing Law

This Agreement shall be governed by the laws of India.

### Authorized Signatures

Client Representative: \_\_\_\_\_

Vendor Representative: \_\_\_\_\_