

# SOFTWARE SERVICE AGREEMENT

Contract ID: SSA-2025-0001

Effective Date: January 15, 2025

Contract Term: 24 months

## PARTIES

### Service Provider:

TechSolutions Inc.

123 Innovation Drive

San Francisco, CA 94105

Phone: (415) 555-0123

Email: contracts@techsolutions.com

Federal Tax ID: 12-3456789

### Customer:

Global Manufacturing Corp

456 Industrial Boulevard

Detroit, MI 48201

Phone: (313) 555-0456

Email: procurement@globalmanuf.com

Account Number: GM-2025-001

### Authorized Representatives:

- Service Provider: Sarah Johnson, Vice President of Sales
- Customer: Michael Chen, Director of IT Procurement

## SERVICE DESCRIPTION

### Primary Services:

#### 1. Cloud Infrastructure Management

- 24/7 server monitoring and maintenance
- Backup and disaster recovery services
- Security updates and patch management
- Quantity: 50 virtual servers
- Unit Price: \$150.00 per server per month

#### 2. Software License Management

- Enterprise software licensing
- User access management
- License compliance monitoring

# SERVICE LEVEL AGREEMENTS (SLA)

## Availability Commitments:

- Cloud Infrastructure Uptime: 99.9% monthly availability
- Support Response Time:
  - Critical issues: 1 hour response
  - High priority: 4 hours response
  - Medium priority: 8 hours response
  - Low priority: 24 hours response

## Performance Metrics:

- System response time: < 2 seconds for 95% of requests
- Backup success rate: 99.5% monthly
- Security patch deployment: Within 48 hours of release

## Service Credits:

- 5% monthly fee credit for each 0.1% below 99.9% availability
- \$500 credit for each SLA response time violation
- Maximum monthly credits: 25% of monthly fees

# CONTRACT RENEWAL AND TERMINATION

## Renewal Terms:

- Contract auto-renews for additional 12-month periods
- Either party may terminate with 90 days written notice
- Pricing adjustments limited to 5% annually

## Termination Conditions:

- Material breach with 30-day cure period
- Non-payment after 60 days past due
- Mutual agreement of both parties

# ADDITIONAL TERMS

## Data Security:

- SOC 2 Type II compliance required
- Data encryption at rest and in transit
- Annual security audits and reporting

## Liability:

- Service Provider liability limited to 12 months of fees paid

- Customer responsible for data backup verification
- Force majeure protections for both parties

**Governing Law:** State of California

**Dispute Resolution:** Binding arbitration in San Francisco, CA

## SIGNATURES

### Service Provider:

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Sarah Johnson  
VP of Sales, TechSolutions Inc.  
Date: January 15, 2025

### Customer:

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Michael Chen  
Director of IT Procurement  
Global Manufacturing Corp  
Date: January 15, 2025

### Contract Summary:

- Contract Type: Recurring Service Agreement
- Total Annual Value: \$242,500.00
- Monthly Recurring Revenue: \$19,000.00
- Contract Duration: 24 months
- Payment Terms: Net 30
- Auto-Renewal: Yes (12-month terms)

### Key Performance Indicators:

- Service uptime target: 99.9%
- Critical support response: 1 hour
- Maximum service credits: 25% monthly fees