

Customer Contract Agreement

Between:

City Power & Light ("Customer")

And:

Contoso Solutions Inc. ("Vendor")

Effective Date: June 7, 2024

Contract Number: ADT2024-006

1. Scope of Services

Contoso Solutions Inc. agrees to provide the following services to A. Datum Corporation:

- Implementation of **AI-Powered Sales Automation** using Copilot Studio & Azure AI.
 - Integration with existing **CRM and document management systems**.
 - Ongoing **support and maintenance** for 12 months.
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2. Payment Terms

- **Total Contract Value:** \$250,000
 - **Payment Schedule:**
 - 30% upfront upon signing (\$75,000)
 - 40% upon completion of AI system deployment (\$100,000)
 - 30% upon project completion and final approval (\$75,000)
 - Payments are due **net 30 days** from the invoice date.
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3. Service Level Agreement (SLA)

- **Uptime Guarantee:** 99.5% availability for AI services.
- **Support Response Times:**
 - **Critical Issues:** Response within **2 hours**.
 - **Major Issues:** Response within **6 hours**.

- **Minor Issues:** Response within **24 hours**.
 - **Escalation Procedure:** Issues unresolved within 48 hours will be escalated to Contoso's Senior Support Team.
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4. Data Privacy & Compliance

- A. Datum Corporation retains full ownership of all sales data processed through the AI system.
 - Vendor agrees to comply with **GDPR and CCPA regulations** regarding data protection.
 - Data will be stored securely in **Microsoft Azure Datacenters (North America Region)**.
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5. Contract Term & Renewal

- **Initial Term: 12 months** (June 7, 2024 – June 6, 2025).
 - **Renewal:** Auto-renewal for an additional 12 months unless terminated with **30 days' written notice** before expiration.
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6. Termination Clause

- Either party may terminate this agreement if:
 - The other party **breaches contract terms** and fails to resolve within **30 days** of notice.
 - A. Datum Corporation decides to discontinue AI services, with a **60-day termination notice**.
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7. Governing Law

This contract shall be governed by and construed in accordance with the laws of **Washington State, USA**.

Signatures:

City Power & Light

Name: Grace smith

Title: VP of Sales

Date: June 7, 2024

Contoso Solutions Inc.

Name: John Smith

Title: Director of AI Solutions

Date: June 7, 2024