

ZC Insight Services

CUSTOMER SERVICE LEVEL AGREEMENT

Prepared for

FX Ring Company

Prepared by

Ms. Hale Patton

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September 26, 2035

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1. PARTIES

- 1.1. This CUSTOMER SERVICE LEVEL AGREEMENT ("Agreement"), drafted on September 26, 2035 ("Effective Date"), is entered into by and between Ms. Hale Patton of ZC Insight Services ("Service Provider") operating at 999 Clifford Street, Fremont, California 94538, and Mr. Baldwin Garner of FX Ring Company ("Client") operating at 7515 Saginaw Way, Citrus Heights, California 95610.
- 1.2. The Service Provider and the Client each referred to as a "Party" and, collectively, as the "Parties," agree to adhere to the following terms and conditions:

2. SERVICES

- 2.1. The Client agrees to hire the Service Provider to render customer-related services, which include but is not limited to interacting with customers for concerns, inquiries, and other product purchases.
- 2.2. The Service Provider is obliged to send a team of customer service representatives with ten (10) members ("Representatives") to deliver the required customer support services, customer concern receptions, and customer billing services ("Services") for the Client.

3. AMOUNT

- 3.1. The Service Provider is expected to collectively receive thirty thousand dollars (\$30,000.00) per month in exchange for delivering such services for the Client.
- 3.2. The Client acknowledges the qualifications of the Representatives to apply for medical insurance and security benefits under the terms and conditions of this Agreement.

4. TERM & TERMINATION

- 4.1. This Agreement will immediately commence on the Effective Date and is expected to terminate after five (5) months unless renewed by both Parties in writing.
- 4.2. The Parties reserves their right to terminate this Agreement through writing, for any reasons that will result in the breach of contract, failure to receive the expected Services, and/or the declaration of bankruptcy.

5. WARRANTIES

- 5.1. The Client assures to allocate space designated for the Representatives to operate and conduct their Services.
- 5.2. The Service Provider guarantees to send qualified and professionally trained Representatives to work and deliver the required Services for the Client.

6. GENERAL PROVISIONS

- 6.1. The Service Provider agrees to keep confidential all information regarding the business operations of the Client. Failure to do so will result in the breach of this Agreement.
- 6.2. The provisions of this Agreement constitute the entire and final agreement of both Parties. None of the Parties involved may amend any of the stipulated provisions herein.
- 6.3. This Agreement must be interpreted using the laws of the governing state.

7. SIGNATURES

IN WITNESS WHEREOF, each of the Parties signs this Customer Service Level Agreement in full adherence to following the terms and conditions set forth in the sections above.

[SERVICE PROVIDER SIGNATURE]

Ms. Hale Patton
HR Manager
ZC Insight Services

[CLIENT SIGNATURE]

Mr. Baldwin Garner
HR Manager
FX Ring Company