

SOFTWARE SERVICE AGREEMENT Contract ID: SSA-2025-TEST-01 Effective Date: February 1, 2025 Contract Term: 24 months

PARTIES Vendor: TechCorp Solutions 789 Cloud Avenue San Jose, CA 95110 Phone: (408) 555-0909 Email: info@techcorp.com Federal Tax ID: 45-6789012

Customer: GlobalData Analytics Ltd. 102 Business Park Road Chicago, IL 60601 Phone: (312) 555-0820 Email: admin@globaldata.com

Authorized Representatives: Vendor: Alex Turner, Director of Enterprise Accounts Customer: Priya Nair, Head of IT Infrastructure

SERVICE DESCRIPTION 1. Managed Cloud Hosting - Continuous uptime monitoring - Automated backups and failover systems - Quantity: 100 virtual machines - Unit Rate: \$120.00 per instance per month

2. Software Support & Maintenance - Regular security patches and performance updates - Dedicated support portal for incidents - Unit Rate: \$4,000.00 monthly

FINANCIAL TERMS Monthly Recurring Charges (MRC): - Managed Hosting: \$12,000.00 - Maintenance & Support: \$4,000.00 Total Monthly: \$16,000.00

One-Time Setup Fees: - Environment setup and migration: \$5,000.00

PAYMENT TERMS Payment Schedule: Monthly Payment Terms: Net 30 Payment Method: ACH Transfer

CONTRACT RENEWAL AND TERMINATION Auto-renews for 12 months unless terminated 90 days before expiry. Either party may terminate for breach with 30 days written notice.

ADDITIONAL TERMS Data Security: End-to-end encryption, SOC 2 compliance. Liability: Limited to 12 months of fees paid. Governing Law: California Dispute Resolution: Arbitration in San Jose, CA

SIGNATURES Vendor: Alex Turner Customer: Priya Nair