

**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@globadata.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