

# Master Services Agreement – GlobalTech.pdf

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## Agreement Type (Category: General | Section: Preamble | Page: 1)

*Extracted Value: Master Services Agreement | Confidence: 99 (high)*

This Master Services Agreement ("MSA") governs the relationship between GlobalTech Solutions and the Client.

## Term Length (Category: Dates | Section: Term | Page: 2)

*Extracted Value: 3 years | Confidence: 45 (low)*

The initial term shall be for a period as specified in the applicable Statement of Work, generally expected to span multiple years.

## Service Scope (Category: Terms | Section: Services | Page: 3)

*Extracted Value: IT Consulting and Development | Confidence: 72 (medium)*

Provider shall deliver IT consulting, software development, and related professional services as detailed in each Statement of Work.

## Rate Card (Category: Financial | Section: Pricing | Page: 5)

*Extracted Value: \$150-\$300/hour | Confidence: 38 (low)*

Rates for services shall be as set forth in Exhibit B, which may be updated annually subject to mutual agreement.

## SLA Uptime (Category: Terms | Section: Service Levels | Page: 7)

*Extracted Value: 99.5% | Confidence: 89 (high)*

Provider guarantees 99.5% uptime for all hosted services during business hours.

## Data Protection (Category: Legal | Section: Data Privacy | Page: 9)

*Extracted Value: GDPR Compliant | Confidence: 91 (high)*

Provider shall process all personal data in accordance with GDPR and applicable data protection regulations.