

Master Services Agreement – GlobalTech.pdf

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Agreement Type | Category: General | Section: Preamble | Page: 1

Extracted Value: Master Services Agreement | Confidence: 93 (high)

This Master Services Agreement governs the provision of services between GlobalTech and the Service Provider.

Term Length | Category: Terms | Section: Term | Page: 1

Extracted Value: 24 months | Confidence: 90 (high)

The initial term of this Agreement shall be twenty-four (24) months from the Effective Date.

Service Scope | Category: Services | Section: Scope | Page: 1

Extracted Value: IT support and maintenance | Confidence: 86 (high)

Services include IT support, maintenance, and related professional services as described in the Statement of Work.

Rate Card | Category: Financial | Section: Fees | Page: 1

Extracted Value: \$150/hr | Confidence: 81 (high)

Professional services shall be billed in accordance with the rate card at one hundred fifty dollars (\$150) per hour.

SLA Uptime | Category: SLA | Section: Service Levels | Page: 1

Extracted Value: 99.9% | Confidence: 87 (high)

Service availability will be maintained at 99.9% uptime, measured monthly.

Data Protection | Category: Legal | Section: Security | Page: 1

Extracted Value: GDPR compliant | Confidence: 89 (high)

Each party shall comply with applicable data protection laws, including GDPR, when processing personal data.