

MASTER SERVICES AGREEMENT

This Agreement is made on November 04, 2024

between

ServiceTech Solutions ("Client")

2500 Innovation Drive
Suite 400
San Jose, CA 95134

Metro Utilities Co. ("Vendor")

200 Power Avenue
Metro City
ST 10002

SCOPE OF SERVICES

This Agreement is made between the Client and Metro Utilities Corporation (hereinafter referred to as the "Service Provider"), a recognized Utility Provider in the Utilities industry. The Service Provider agrees to provide primary and additional services, including but not limited to, the supply of electricity, water, and internet-phones services, to all office locations as specified by the Client.

PAYMENT TERMS

The Client agrees to pay the Service Provider on a monthly basis for the provided services. The estimated monthly average of the service fees is \$4200, with a breakdown as follows: \$2800 for electricity, \$400 for water, and \$1000 for internet-phones. The Client shall remit payment within 30 days upon receipt of the invoice. Any late payments shall attract a penalty fee as stipulated in the Late Payment clause below.

SERVICE LEVEL AGREEMENT

The Service Provider commits to a high standard of service, ensuring that all utility services are maintained and functional during specified operating hours. The Service Provider will also respond promptly to any emergencies, as outlined in the Emergency Response Procedures section. It is the Service Provider's responsibility to ensure that all utility services are provided in a manner consistent with industry standards.

TERM AND TERMINATION

This Agreement shall commence on the Effective Date and continue until terminated by either party with a 30-day written notice. Upon termination, the Service Provider shall cease all services and provide a final invoice for services rendered up to the termination date.

COMPLIANCE AND STANDARDS

The Service Provider must comply with all local, state, and federal laws pertaining to the provision of utility services. This includes, but is not limited to, regulations pertaining to health and safety, environmental protection, and data protection.

SPECIAL PROVISIONS

(i) Property Management Responsibilities: The Service Provider will ensure that all utility services are provided without causing damage to the Client's property. Any damages resulting from the Service Provider's actions or omissions will be the responsibility of the Service Provider.

(ii) Maintenance Obligations: The Service Provider will regularly maintain and service all utility equipment to ensure optimal performance. Any necessary repairs or replacements will be carried out at the Service Provider's expense.

(iii) Security and Access Requirements: The Service Provider will ensure that all utility services are provided in a secure manner, with access only granted to authorized personnel.

(iv) Facility Operating Hours: The Service Provider will provide utility services during the Client's standard operating hours, which will be specified in a separate schedule.

(v) Emergency Response Procedures: The Service Provider will provide an emergency response service, which will be available 24/7 to deal with any utility emergencies that may arise.

All terms and conditions in this Agreement are subject to the laws of the jurisdiction in which the Client's office locations are based. This Agreement constitutes the entire understanding between the parties and supersedes any previous agreements or understandings related to the subject matter herein. Any amendments to this Agreement must be in writing and signed by authorized representatives of both parties.

ServiceTech Solutions

Metro Utilities Co.

Authorized Signature

Authorized Signature

Date: _____

Date: _____