

# Technical services contract for The Factory

Disclaimer: This contract is designed to eliminate the extent of tech issues that arise within the premises of The Factory. If work is completed early, then follow up contracts for the discussion on expansion of the business's technical abilities may be discussed and proposed. It is to guide the relationship between both parties to ensure fair and adequate care.

Upon tour of the premises, it was mentioned that there were multiple deficiencies in the positioning, functionality, and general operation of the electrical, audio, and visual systems for customers and performers. I am sure that this extends further to the staff and management. Having tech that can't service your customers and DJs can cause serious issues in profitability of the business. Keeping clients happy, less annoyed and well serviced to the extent that I can provide will return to you with positive gains in foot traffic, more loyal customers, and relief in other technical pains that may affect your business.

In order to serve you, I (and any of my representatives) will need authorization to all parts of the premises on a phonecall-away relationship to a keyholder basis. Repairs may take overnight shifts to avoid the bustle of workers who work there. It is also best to avoid customer involvement/overview, as it keeps your business more secure. Building plans and all details required to complete installation, wiring, and all other functions related to the servicing of the building and documenting for forward compatible tech systems will be granted access to. Necessary purchases for materials/tools under 1,900/month will be invoiced as they occur and are expected to be paid 60 days. Permanent/replacement fixtures over that amount will be shortly discussed with a financial controller or business owner before they are executed and will have an accelerated billing cycle of 30 days. Any accommodations necessary to complete work and ensure the safety of staff and will be provided and adhered to.

With this in mind, a ticketing system (which will be neatly organized in physically in an administrative location or on the web with a database to manage their importance, activity, and completion process) will be created for all issues. Employees or representatives of the parties in this contract may submit tickets on this system.

Upon the end or termination of this contract for any reason, any work done will be paid within 60 days. Open tickets will be completed (on a reasonable time basis) and billed upon renewal of this contract, or canceled if their maintenance requires additional investment beyond

The above services are to be rendered upon the following bases of activity, assuming an average ticket resolution length of 1-2 days. This contract specifies that billing according to the below schedule will be adhered to for this contract's length. All invoices and payments will be sent to the addresses and names provided.

< 15 tickets/month	15-30 tickets/month	30-50 tickets/month	> 50 tickets/month
\$3,750	\$7,400	\$12,000	\$14,500

The undersigned and all other parties to this contract, whether as endorsers, guarantors or sureties, agree to remain fully bound until completion of this contract. No modification shall be binding unless in writing. Any modification or change in terms, hereunder granted by any holder hereof, shall be valid and binding upon each of the undersigned, notwithstanding the acknowledgement of any of the undersigned, and each of the undersigned does hereby irrevocably grant to each of the others a power of attorney to enter into any such modification on their behalf. The rights of any holder hereof shall be cumulative and not necessarily successive. This contract shall take effect as a sealed instrument and

shall be construed, governed and enforced in accordance with the laws of the State of New Jersey, USA.

Contract length: 3 months beginning on April 1, 2018

	<b><u>IT Engineer</u></b>	<b><u>The Factory Representative</u></b>
Name	Vedabrat A Etwaru	
Birthday	10/12/1987	
Cell Phone	201-204-8791	
Home Phone	201-204-8791	
Business Phone	201-204-8791	
Address	52 Yale Ave	
City	Jersey City	
State	NJ	
Zip	07304	
Today's Date		
Drivers's License		
Signature		