

Title: Service Agreement

Parties:

GlobalTech Solutions (Service Provider) and Acme Corp (Client)

Effective Date:

January 1, 2024

Term and Termination:

The agreement is valid for a period of 12 months and may be terminated by either party with 30 days' written notice.

Scope of Work:

GlobalTech Solutions will provide software development and maintenance services for the duration of the agreement.

Project Timeline:

The project is scheduled to commence on January 15, 2024, and be completed by December 31, 2024.

Deliverables:

1. A web-based application tailored to client requirements.
2. Comprehensive documentation, including a user manual.

Change Management:

All changes to the scope of work must be documented and approved by both parties.

Coverage Details:

The service agreement covers bug fixes and feature enhancements within the agreed scope.

Exclusions:

- Hardware-related issues.
- Third-party software integration beyond the initial agreement.

Coverage Specifications:

- Priority response time for critical issues: 4 hours.
- Monthly maintenance updates.

Financial Terms:

Total cost: \$100,000, payable in four quarterly installments of \$25,000.

Confidentiality:

Both parties agree to maintain the confidentiality of sensitive information disclosed during the project.

Dispute Resolution:

Any disputes will be resolved through arbitration in accordance with the laws of California.

Amendments:

This agreement may only be amended through mutual written consent.