

**Title:** Service Agreement

**Parties:**

MetroSoft Inc. (Service Provider) and BetaWorks LLC (Client)

**Effective Date:**

February 1, 2024

**Term and Termination:**

The agreement is valid for 6 months and may be terminated by either party with 14 days' written notice.

**Scope of Work:**

MetroSoft Inc. will provide IT support and cybersecurity services for the duration of the agreement.

**Project Timeline:**

The project will begin on February 15, 2024, and conclude by August 15, 2024.

**Deliverables:**

1. A secure network infrastructure.
2. Cybersecurity training for client employees.

**Change Management:**

Changes to the scope of work will require a revised contract signed by both parties.

**Coverage Details:**

The agreement covers proactive monitoring and issue resolution for IT systems.

**Exclusions:**

- Physical damage to hardware.
- Unauthorized software installations.

**Coverage Specifications:**

- Priority response time for critical issues: 8 hours.
- Bi-weekly system updates.

**Financial Terms:**

Total cost: \$60,000, payable in two installments of \$30,000.

**Confidentiality:**

The service provider agrees to maintain the confidentiality of all client data.

**Dispute Resolution:**

Disputes will be resolved through mediation in accordance with the laws of New York.

**Amendments:**

Any amendments to this agreement must be in writing and signed by both parties.