



SERVICE LEVEL AGREEMENT

This agreement is made effective as of _____, by and between Armia Systems Inc(dba SupportPRO), with principal place of business at 1020 Milwaukee Ave, #245, Deerfield, IL-60015, USA, (Armia Systems Inc) and _____, with principal place of business at _____(Company).

Armia Systems Inc has certain services it will provide Company and Company desires those services provided by Armia Systems Inc in consideration of the mutual covenants contained herein, the parties agree:

PROPRIETARY INFORMATION, all written, electronic and verbal information provided by company in connection with performance of this assignment is considered valuable property of Company and will be kept confidential.

MONEY BACK GUARANTEE, Armia Systems Inc agrees to pay the money back to the company for any unused portion of the services, in case the company decides to terminate the contract with Armia Systems Inc. However, Armia Systems Inc shall retain the minimum amount per month with respect to the plan chosen.

PRICE GUARANTEE, Armia Systems Inc will not increase the service rates for Company during the initial term of this agreement. The length of the term chosen by Company is in the TERM/TERMINATION paragraph of this agreement. During the initial term of this agreement if Armia Systems lowers the rate for the same plan on its website (www.supportpro.com) then Armia Systems Inc will lower the rates charged to Company to match the website rates and plans. If the rates at the Website is increased, the increase in rate after the initial term will not be more than 10% compared to previous year.

CHANGE OF PLAN, Company can change from its present plan to any other plan of Armia Systems anytime during the contract period. The change of plan will be made effective from the next billing date and company agrees to pay the amount corresponding to the new plan chosen with effect from the date of change of plan. Armia Systems does not charge anything for the change of plan to take effect.

TERM/TERMINATION, Contract term is 12 months. Following the original term of this agreement the terms shall remain effective until either party receives receipt of written notice. Either party will provide written notice with a 30-day notification, of cancellation at the end of the term. If the services are not cancelled it will extend to another 12 month term. During the first 60 days after the agreement, either party may cancel the agreement with a 30 day written notice.

EMPLOYMENT SOLICITATION, Company, its subsidiaries or affiliates shall not directly or indirectly solicit, employ, otherwise retain or refer to any entity or individual or any staff member of Armia Systems for a period of one (1) year after termination of contract. Armia Systems will not solicit, employ or retain any employee of Company.

COMPENSATION, INVOICE AND PAYMENT, Company agrees to pay Armia Systems in US dollars. Company shall pay each invoice within 10 days from the invoice date. Upon termination of this agreement Armia Systems shall be paid for all partial periods (if any) prior to the date of service termination. Invoices paid after 10 days from invoice date will have a 2% per month interest charge added. Plan and payment amount is on the accompanying 'ADDENDUM.'

SEVERABILITY, If any provision of this Agreement shall be held invalid or unenforceable, all remaining provisions shall continue to be valid and enforceable. Any provision held to be valid and enforceable by a court if such provision was limited, then that provision shall be deemed to be valid and enforceable as written or construed with those limitations effective.

WAIVER OF CONTRACTUAL RIGHT, Failure of Armia Systems to enforce any provision of the agreement shall not be construed as a waiver or limitation of rights to enforce or compel compliance of any other provision of the Agreement.

APPLICABLE LAWS, This Agreement shall be defined and interpreted under the laws of the State of Illinois, and Company agrees to settlement under the jurisdiction of Courts in the State of Illinois and in the county of Cook.

AGREEMENT, this is the Service Level Agreement between the parties. This Agreement replaces any prior written or oral agreements related to services, between the parties. This Agreement may be modified only in writing and when signed by both parties.

Signature of authorized Representative of Company

Printed Name

Date

Signature of authorized Representative of Company

Printed Name

Date



ADDENDUM

DETAILS OF THE CLIENT

Company Name :
Company URL :
Your Name :
Your Title :
E-Mail Address :
Physical Address :
City :
State :
Zip :
Country :
Phone :
Phone (2) :
Contact Person for billing and payments :
E-mail for billing person :

DESCRIPTION OF SERVICES,

Company requests the following services (Please circle all that apply),

- **Technical Customer Support (Helpdesk Support)**
- **Dedicated Support Staff**
- **Sales Support**
- **Server Administration**
- **Live Chat Support**
- **Software Programming Services**



MUTUAL NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

This non-disclosure agreement made on _____, is by and between Armia Systems Inc(dba SupportPRO), and all it's affiliates & Subsidiaries (Armia Systems Inc) and _____(Company)

RECITALS

- A. Company and Armia Systems Inc wish to exchange certain information pertaining to technical support. This exchange includes all communication of information between the parties in any form whatsoever, including oral, written and machine-readable form, pertaining to the above.
- B. Armia Systems Inc and Company wish to exchange the information for the sole purpose of technical support and each party regards certain parts of the Information it possesses to be secret and desires to protect those parts from unauthorized disclosure or use (such secret parts being hereafter collectively referred to as "Information").
- C. Armia Systems and Company are willing to disclose Information (as "Owning Party") and receive Information (as "Receiving Party") on the terms and conditions set forth herein.

AGREEMENTS

Therefore, Armia Systems Inc and Company agree, as follows:

1. The Receiving Party will:
 - a. (1) Not disclose Information of Owning Party to any other person and (2) use at least the same degree of care to maintain the Information confidential as Receiving Party uses in maintaining as confidential its own confidential Information, but always at least a reasonable degree of care;
 - b. Use the Information only for the above purpose;
 - c. Restrict disclosure of the Information of the Owning Party solely to those employees of Receiving Party having a need to know such Information in order to accomplish the purpose stated above;
 - d. Advise each such employee, before he or she receives access to the Information, of the obligations of Receiving Party under this Agreement, and require each such employee to maintain those obligations.
 - e. Within fifteen (15) days following request of Owning Party return to Owning Party all documentation, copies, notes, diagrams, computer memory media and other materials containing any portion of the Information, or confirm to Owning Party, in writing, the destruction of such materials.
2. The Information shall remain the sole property of Owning Party.
3. In the event of a breach or threatened breach or intended breach of this Agreement by either party, the other party, in addition to any other rights and remedies available to it at law or in equity, shall be entitled to preliminary and final injunctions, enjoining and restraining such breach or threatened breach or intended breach.
4. The Receiving Party will not export, directly or indirectly, any technical data acquired from Owning Party or any product utilizing any such data to any country for which the U.S. Government or any agency thereof at the time of export requires an export license or other governmental approval, without first obtaining such license or approval.
5. The validity, construction, and performance of this Agreement are governed by the laws of the State of Illinois. This Agreement is binding upon both parties and upon the directors, officers, employees and agents of each. This Agreement is effective as of the later date of execution and will continue indefinitely, unless terminated on thirty (30) days written notice by either party. However, Receiving Party's obligations of confidentiality and restrictions on use of the Information disclosed by Owning Party shall survive termination of this Agreement.

Persons signing below are authorized by their company to sign and obligate their company.

Signature of authorized Representative of Company _____

Name Printed _____ Date

Signature of authorized Representative of Company _____
Armia Systems Inc

Printed Name Date



Credit Card Authorization

Armia Systems

Monthly Billing Payment Form

Please complete this form if you are paying for the technical support using credit card. The payment requests that will be made to your credit card per the executed service contract.

In order to set up your account and protect you and us, we need to have your credit card information on file with signed authorization from you to make the payments referenced in the above schedule. Please print and fax this form containing your credit card information to us.

I hereby grant **Armia Systems Inc** permission to charge my credit card for technical support services as referenced in the attached schedule and as executed in the service contract. This contract will be effective until it is cancelled by either party in writing.

Company Name :
Name as it appears on card :
Card Type (Please check) : Visa [] MasterCard [] Amex []
Card Number (Last Four Digits) :
Cardholder's Signature :
Cardholder's Address :
Cardholder's City :
Cardholder's State/Province :
Cardholder's Zip/Postal Code :
Daytime Phone Number :

End of authorization form