



# SERVICE LEVEL AGREEMENT

For the Delivery of Continued Services to **Canadian** Customers

Customer Information		CCS Business Office Use Only	
Company:		P.O. #:	
Street:		Confirmation #:	
City:		Confirmed by:	
Prov/State:		Commencement Date:	
Postal/Zip:		Estimated Service Date:	
Country:		Original PI / Contact	
Phone: ( )			

Location Information (if different then above)		Approved By CCS	
Contact Name:		Name Printed:	
Street:		Title:	
City:		(Supervisor or Senior Management)	
Prov/State:		Signature:	
Postal/Zip:			
Country:			
Contact Phone: ( )			
Contact Email:			
Extra Details:		Date Approved:	

Services/Software Options					
Service Name	Duration	Service Type	Price	Additional Info	Select
<b>Software</b>					
<b>Upgrade</b> (Fertigation, Climate or Ozone)		As Needed	\$1,350	- Includes 2 hrs install and training (remote)	<input type="checkbox"/>
<b>Software Tech Support</b>					
<b>Remote Access</b>	Yearly	Subscription	\$1,620	- Includes 12 hours of remote technical support, \$135/hr after 12hr	<input type="checkbox"/>
<b>Remote Access</b>	Hourly	N/A	\$250		<input type="checkbox"/>
<b>Onsite Support</b>					
<b>Preventative Service</b>	Yearly	Subscription	\$6,000	- 2 visits per calendar year - 2 Days each	<input type="checkbox"/>
<b>As Needed Service</b>	2 consecutive Days	As Needed	\$3,500	- 2 days, each additional day billed at \$1,000.00/day	<input type="checkbox"/>
<b>As Needed Service</b>	Daily	As Needed	\$1,500	- Plus travel expenses	<input type="checkbox"/>
<b>Start Up Service</b>	2 consecutive Days	Start-up	\$3,500	- 2 days, each additional day billed at \$1,000.00/day	<input type="checkbox"/>

- It is the Customer's responsibility to arrange and/or provide access to the premise for onsite support services.
- This agreement shall continue in force and the services performed on the frequency basis stated herein and shall continue in full force and effect until terminated by thirty (30) days written notice from either party to the other or the commencement date has expired on the selected services.
- Expenses: CCS will cover expenses for travel and accommodations when travelling to an onsite location based in North America. These expenses are only included with subscription services.
- Expenses that occur due to onsite visits that occur outside of North America, the Customer will be required to provide the costs for travel and accommodations.
- Prices listed are in **CDN**.

Customer Signature	Date
Customer Name	