

e a nebula@group 15 <sup>company</sup>

## SERVICE LEVEL AGREEMENT

For the Delivery of Continued Services to US Customers

Advanced Greenhouse Automation

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

ent then above)	Approved By CCS		
	Name Printed:		
	Title:		
	(Supervisor or Senior Management)		
Postal/Zip:			
	Signature:		
	Date Approved:		

Services/Software Options						
Service Name	Duration	Service Type	Price	Additional Info	Select	
Software						
<b>Upgrade</b> (Fertigation, Climate or Ozone)		As Needed	\$1,000	<ul> <li>Includes 2 hrs install and training (remote)</li> </ul>		
Software Tech Support						
Remote Access	Yearly	Subscription	\$1,200	- Includes 12 hours of remote technical support, \$100/hr after 12hr		
Remote Access	Hourly	N/A	\$200			
Onsite Support						
Preventative Service	Yearly	Subscription	\$6,000	<ul><li> 2 visits per calendar year</li><li> 2 Days each</li></ul>		
As Needed Service	2 consecutive Days	As Needed	\$3,500	<ul> <li>2 days, each additional day billed at \$1,000.00/day</li> </ul>		
As Needed Service	Daily	As Needed	\$1,500	- Plus travel expenses		
Start Up Service	2 consecutive Days	Start-up	\$3,500	<ul> <li>2 days, each additional day billed at \$1,000.00/day</li> </ul>		
1. 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.

3. 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 USD.

Customer Signature	Date
Customer Name	