



SERVICE CONTRACT

I. Offer of Service

Assistforce offers to provide Virtual Assistant services ("Services") as follows:

1. Assistforce will provide a Virtual Assistant (VA) to perform the following administrative support tasks:
 - a. Answer and make routine calls (e.g. messages, appointment-taking, follow-ups, reminders).
 - b. Maintain contact list and appointments calendar.
 - c. Type and route (e.g. email, fax, remote printing) routine memos and letters.
 - d. File and maintain computer-based records and files / data back-up and recovery
 - e. Sales and billings support.
 - f. Prepare simple, client-defined periodic office reports.
 - g. Other tasks which can be reasonably construed to be administrative in nature.
2. Services will be provided from Monday to Friday (excluding observed US holidays) from 8 am to 5 pm with a one hour lunch break at 12 pm (California time). Limited back-up phone coverage will be provided during the lunch break.
3. On a best efforts basis, services will be provided by the same Assistforce VA ("Primary VA") on a daily basis. In the event that the Primary VA is not available (e.g., due to sick leave, time-off, lunch breaks), a back-up VA will be provided until the Primary VA is again available.
4. Assistforce will provide the Primary VA with one local US number with voicemail and free unlimited minutes to be used exclusively for Client's use.
5. Assistforce will set up the Primary VA with an email address as specified by the Client.

II. Terms and Conditions

1. Client and Assistforce each acknowledge and agree that all information communicated by the other party in connection with the performance by Assistforce of the services under this engagement shall be received in confidence and shall be used only for purposes of this engagement, and that no such confidential information shall be disclosed by either of the parties hereto, without prior written consent of the other party, except as may be necessary by reason of law or regulatory requirements applicable to each party and its business.
2. Assistforce and Client acknowledge and agree that mistakes or omissions in providing the Services may be due to either party's acts or failures to act. In no event shall Assistforce be liable for consequential, special, incidental, or punitive loss, damage or expense (including, without limitation to lost profits, opportunity costs, etc.) even if it has been advised of their possible existence.
3. Neither Client nor Assistforce shall be responsible for delays or failures in performance resulting from events beyond reasonable control and without its fault or negligence. Such excusable delays or failures may be caused by, among other things, Company labor strikes, riots, rebellions, accidental explosions, earthquakes, fire, floods, storms, power failure, acts of God and similar occurrences.
4. Client shall indemnify and hold harmless Assistforce and its personnel from and against any claims, liabilities, costs and expenses (including without limitation, attorney's fees and the time of Assistforce personnel involved) brought against, paid or incurred by Client, at any time and in any way arising out of or relating to Assistforce's services under this agreement, except to the extent finally determined to have resulted from the gross negligence or willful misconduct of Assistforce's personnel. This provision shall survive the termination of this agreement.

Service Contract Number _____

When completed and signed, please fax all 2 pages to: 415.962.2085

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IV. Payment Client selects to pay set-up fee (if applicable) and first month payment as indicated in the

checked box below:

<p>ACH / Check <input type="checkbox"/></p> <p>Bank Routing No. _____ Check No. _____</p> <p>Account No. _____ Amount Issued. _____</p> <p>Check issued by _____</p> <p>Date _____</p>	
<p>Credit Card Visa Master Card DISCOVER AMEX</p> <p>Cardholder's Name (as it appears on card) _____</p> <p>Credit Card No. _____ Expiry Date: Month _____ Year _____</p> <p>Amount _____</p> <p>3-Digit Security Code _____</p> <p>I acknowledge that I am the authorized user of the account listed above and authorize the use of the above credit card number. I acknowledge and understand that the above referenced charge is for services to be rendered by Assistforce. I acknowledge that by providing these services, Assistforce will meet its obligation for the above charge. Deposits and monies paid are non-refundable except under the terms and conditions for refund indicated in the heading 3 above. I acknowledge that I have received a filed copy of this agreement and of each and every document I have signed.</p> <p>Signature _____ Date _____</p>	

V. Acceptance

By signing below, Client accepts the offering and terms and conditions outlined in the preceding paragraphs.

Company _____ Date _____

Printed Name _____

Signature _____

Accepted for Assistforce by _____ Date _____

Service Contract Number _____

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FOR NEW CLIENTS

Assistforce VA - Shared Virtual Assistant

- for light to medium transaction offices (20 calls per day)
- perfect for new business startups
- VA hours from **8:00 AM to 5:00 PM (adjusted to your TimeZone)**
- Inbound and outbound calling included with local area code of your choice.
- VA is shared by one other client only.
- Free 5 day trial, \$200.00 one time setup fee upon contract signup.
- One month contract. Renewable month to month.

1 Month Contract

\$749.00

Assistforce VA - Fulltime Virtual Assistant

- for medium to busy transaction offices (50 calls daily)
- perfect for high volume customer service and support
- VA hours from **8:00 AM to 5:00 PM (adjusted to your TimeZone)**
- Inbound and outbound calling included with local area code of your choice.
- VA is dedicated to one client only, and on standby full time
- Free 5 day trial, \$200.00 one time setup fee
- One month contract. Renewable month to month.

1 Month Contract

\$1,399.00