

Fully Managed Services Master Agreement



PREPARED BY:

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PREPARED FOR:



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CONTENTS

WELCOME LETTER

CHOOSING STRAIGHT EDGE IS THE RIGHT MOVE

INTRODUCING YOUR IT DEPARTMENT

SCOPE OF WORK

GOALS & CHALLENGES

LET'S GET STARTED

SERVICE LEVEL AGREEMENT

ADDITIONAL MAINTENANCE SERVICES

ON-SITE SERVICE

PROPOSAL PLAN SUMMARY

FOUR BLOCKS OF SERVICE

ONE-TIME ONBOARDING FEE

OUR GENERAL TERMS & CONDITIONS

ACCEPTANCE

WELCOME LETTER

Let's get straight to the point. We do not like surprises or confusing legal jargon. This document is designed to clearly outline our scope of services, terms, and conditions. We are here to answer any questions and clarify anything discussed during our time spent with you.

We cannot wait to start working for you!



PRESIDENT / OWNER

Douglass Miller

Local to Corpus Christi and an alum of Texas A&M-Corpus Christi with a BS in Computer Science, I founded Straight Edge Technology in 2006 to empower organizations with a unique approach to IT while creating jobs in the communities we serve. We craft tailored technology strategies for each client, focusing on building relationships, proactive support, and maximizing technology investments. Our talented team and processes make the difference.



VP OF BUSINESS DEVELOPMENT

Ryan Valdez

Local to San Antonio and an alum of Chaminade University of Honolulu with a BA in International Business, I engage with local businesses and organizations, dedicating time to listen and learn about their priorities and technology challenges. My goal is to ensure that your IT & cybersecurity stays in step with your growth so you can focus on what matters.

CHOOSING STRAIGHT EDGE IS THE RIGHT MOVE

At Straight Edge Technology, we are confident that our skills and expertise will not only bring value to Town of Fulton but will also contribute to our continuous learning throughout our partnership. By investing time to understand your business priorities, goals, and unique qualities, our team can offer tailored recommendations that empower your business.

Don't Take Our Word for It

'WILLING TO ADDRESS WHAT OTHERS WON'T'

"I just wanted to tell you that everyone here, including myself, have been very impressed with your company's service and professionalism. We have received more service in the short time that we have been with your company than we received from our previous IT company in an entire year. You are also solving issues that the previous company was either unable or unwilling to address."

Titan Support Systems

'THEY ARE THE IT COMPANY YOU NEED TO GO TO!'

"We had been with our IT person for years and had outgrown them. We were really afraid to change and didn't know what to expect. Straight Edge Technology way exceeded our expectations. They were seamless in the transition. Their professionalism and promptness is AMAZING! I highly recommend Straight Edge Technology! They are the IT company you need to go with!"

Kim W. Texas Vein & Vascular/TVV Medispa

'QUICK, PROFESSIONAL, AND GREAT FOR OUR DEALERSHIP'

We reached out to Straight Edge Technology after some IT issues cost us a really big bid. I would definitely recommend their services. They were quick, professional and great for our dealership!"

Matt W, Cycle Plaza

INTRODUCING YOUR IT DEPARTMENT

CENTRALIZED SERVICES

This team facilitates maintenance and continuously configures of your stack of software tools, implementing them in the right fashion. They do all the monitoring, alerting, and perform proactive maintenance. Centralized Services fully supports and manages backups, disaster recovery plans, and cyber security.

TECHNOLOGY ALIGNMENT

The Technology Alignment Team knows what your environment should look like to maximize performance and reduce risks. They align your environment with industry standards and best practices. Technical Account Managers spend time learning what's most important to clients from a technical perspective. They will understand your LoB software and architect solutions in support of our vCIOs, and project teams for implementation.

VCIO / ACCOUNT MANAGER

Your vCIO team ensures that technology is predictable, reliable, and well planned. Their goal is to make sure you are future ready by making sure your business is on the right side of the technology bell curve. They will have the most in-depth understanding of the business side of your organization. You will meet with your vCIO during strategic business reviews where they will assist you with budget planning, technology steering, solution design, and quantifying the business impact.

SUPPORT / HELPDESK

This is your team of experts whose goal is to reduce issues and create an easy end-user experience. You can send us issues directly through our portal, via email, or call us. Our seasoned dispatchers will triage and coordinate ticket assignment to experienced local technicians ensuring SLAs are met.

SCOPE OF WORK

We believe in providing only the finest, top-tier service. At Straight Edge Technology, we connect ourselves with your goals and create cutting-edge solutions that go above and beyond the norm to anticipate your needs. Not only do we analyze and find the root of your requirement in order to deliver optimal solutions, we also go above and beyond to dismantle the very cause of any issues.

Our products/services/solutions provide you with:

SERVICE	FEATURE	SOLUTION
TBD During Meeting		

Below is a specific listing of your goals and challenges, followed by a detailed description of our service proposal.

GOALS & CHALLENGES

GOALS	CHALLENGES
TBD During Meeting	

LET'S GET STARTED

Managed Services Master Agreement

Welcome to simplicity and transparency of our Managed Services Master Agreement. Our design is straightforward, ensuring clarity on responsibilities, the comprehensive coverage within your fully managed agreement, and what lies beyond the scope of services. By establishing clear guidelines from the start, we aim to build trust and eliminate surprises.

In this agreement, Straight Edge Technology, Inc. is interchangeably referred to as "We", "Us", "Our", and "SET." Town of Fulton is interchangeably referred to as "You," "Yours," and "Client".

PAYMENT

The terms of payment are net fifteen (15) days from the date of invoice. In the event of default by Town of Fulton, then Straight Edge Technology, Inc.' decision to provide further service shall not in any way affect its rights and remedies under law and shall not constitute a waiver of default by Straight Edge Technology, Inc.. If in SET's judgment, Client's financial condition does not justify the terms of payment specified, SET may at its option (1) cancel this agreement, or (2) refuse to perform further under this agreement unless Client shall immediately pay for all hardware and/or software and/or services that Straight Edge Technology, Inc. has delivered. It is understood that any and all Services requested by Client that fall outside of the terms of this Agreement will be considered Project Work and will be quoted and billed as separate, individual Services.

PROJECT WORK (BILLABLE WORK OUTSIDE THIS AGREEMENT)

To maintain clarity and transparency in our billing process, it's important to note that any services falling outside the scope of our fully managed services will be considered as billable project work. Your vCIO will discuss all work well in advance and prioritize it on your technology success roadmap. Rest assured we will provide separate quotes and billing to ensure a straightforward and accurate representation of the work performed so there are not any surprises.

For Project Work, Straight Edge Technology, Inc. requires agreement to the proposal of the total projected project labor cost before Straight Edge Technology, Inc. shall commence work. All hardware purchases must be paid in full prior to placement of the equipment order by Straight Edge

Technology, Inc.

Client agrees to pay balance of project cost to Straight Edge Technology, Inc., at project completion, as signified by both parties' indication on the project management completion process.

While it is difficult to define what a project is here are some guidelines we use:

- Anything new to the business, like a new location, new line of business software, new infrastructure, new hardware will be treated as project work.
- Often software has major changes that are more of an “Upgrade” than an “Update” we will strive to cover all “updates” as part of the agreement without additional charges. “Upgrades” on the other hand will be treated as a project to rollout.
- When work must be planned for afterhours on a line of business software we will potentially require a billable project.

WORKSTATION DEPLOYMENT WORK (BILLABLE WORK OUTSIDE THE AGREEMENT)

For Workstation Deployment Work, Straight Edge Technology, Inc. requires agreement to a proposal, and subsequent fixed fee or hourly work to install desktop computers and laptops.

WARRANTY

All hardware and software sales are subject to vendor warranties ONLY. SET expressly disclaims any warranty, express or implied, including but not limited to any implied warranty of merchantability and any warranty for a particular purpose or use, related to Client's hardware and/or software.

NORMAL BUSINESS HOURS

Regular business hours for SET are between the hours of 8:00 am through 5:00 PM CST, Monday through Friday, excluding public holidays.

AFTER HOURS SERVICES

Included in your fully managed plan is support for critical issues that occur after hours and on weekends is intended for Critical Issues only. If other priority issues require weekend support, our weekend and afterhours support charges will apply to that issue and may result in additional charges if deemed necessary by SET Service Manager

SERVICE LEVEL AGREEMENT

There are four different classifications for priority that an inbound ticket can be assigned they are as follows.

Critical: Business Critical Service not functioning, and all users impacted.

High: Business Critical Service has significant degradation of functionality, and a large number of users or business critical processes are impacted.

Medium: Limited degradation of service, limited number of users or functions affected, business process can continue.

Low: Small service degradation and does not affect business critical systems and often impacts only a single user.

PRIORITY	RESPONSIVE TIME	RESOLUTION TIME	ESCALATION THRESHOLD
Critical	Within 1 hour	ASAP - Best Effort	30 min
High	Within 2 hours	ASAP - Best Effort	2 hours
Medium	Within 24 hours	Not Defined	4 hours
Low	Within 48 hours	Not Defined	8 hours

Technical Response Time is defined as the maximum amount of time it will take for a technician to start working on a problem and contact the client.

Escalation Threshold is defined as the maximum amount of time it will take for a technician to involve a more senior technician.

Escalation Procedures: SET will maintain an updated list of escalation contacts. In the event of SLA breaches, critical incidents, or service failures, Town of Fulton may escalate the issue to the following designated contacts:

- **Level 1 (Initial Support):** Clients are encouraged to report all issues through this channel for prompt assistance.
 - Service Coordinator: 210.904.9177 and press 2 if the escalation is taking place during normal business hours. If escalated outside normal business hours press 1. help@straightedgetech.com.
- **Level 2 (Technical Escalation):** This team consists of highly trained technical specialists.
 - Service Desk Manager: 210.904.9177 extension 5002
- **Level 3 (Management Escalation):** If an issue remains unresolved or escalates in severity, it shall be escalated to the SET Management Team.
 - Client Account Manager: hwiley@straightedgetech.com, mlopez@straightedgetech.com.
- **Level 4 (Executive Escalation):** In exceptional cases where a critical incident has not been resolved or where there is a significant impact on business operations, the issue shall be escalated to the SET Executive Team.

HARDWARE PROCUREMENT

At Straight Edge Technology, we aim to provide you with a seamlessly managed network environment. This not only ensures the reliability of your network but also simplifies the procurement experience for you so you can focus on your business.

To ensure that the client's network meets the quality standards to be a managed environment, the client agrees to purchase all new infrastructure hardware through SET. When hardware is needed, a quote will be provided by SET to the client. New equipment is subject to installation charges. Upon review and approval, equipment will be purchased once the client has paid for the equipment via Check, or Online Credit Card payment.

CLIENT SLA EXEMPTION

We value our partnership and want to ensure a seamless support experience for you. Please be aware that certain situations out of our control that may impact our ability to meet SLAs. It's our commitment to navigate these situations with flexibility and provide context where SLAs would be exempt:

- The contact that requested response on an issue is not available.
- Access to the facility cannot be granted.
- Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
- Service and repair made necessary by the alteration or modification of equipment other than that authorized by Service Provider, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than Service Provider or its subcontractors.
- Maintenance of applications software packages, whether acquired from Service Provider or any other source unless otherwise specified.
- Programming (modification of software code) and program (software) maintenance unless as specified in this agreement.
- ISP or carrier issues
- Lack of sufficient support from 3rd party (Software Support)
- An issue is not reported to SET through an approved method below:
 - Phone call to our Helpdesk at 361-653-1777 or backup number 866-592-9863 with voicemail left if no answer.
 - Email Submitted to help@straightedgetech.com
 - Ticket Submitted to Client Access Portal via website.
- Issue reported directly to technician via phone or email, does not meet the reporting requirements.

ADDITIONAL SERVICE COST LIST

- Parts, equipment or software not covered by vendor/manufacturer warranty or support.
- The cost of any parts, equipment, or shipping charges of any kind.
- The cost of any software, licensing, or software renewal or upgrade fees of any kind. (that's not included in maintenance agreement)
- The cost of any 3rd party vendor or manufacturer support or incident fees of any kind.
- The labor cost required to properly implement technology solutions provided by other parties or client.

ADDITIONAL MAINTENANCE SERVICES

SET shall provide support of onsite Hardware, provided that all Hardware is covered under a currently active Vendor Support Contract; or replaceable parts be readily available, and all Software be genuine, currently licensed, and Vendor supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service Agreement.

Should 3rd Party Vendor Support Charges be required in order to resolve any issue, these will be passed on to the Client after first receiving Client authorization to incur them.

Any services performed by SET that are outside the scope of this agreement shall be deemed "project work" and shall be billed at the agreed upon rate of \$185 per hour.


ON-SITE SERVICE

Our fully managed plan comes with onsite service during business hours and, yes, after-hours support for all those critical issues. However, to keep everything transparent, here are situations that might require a little extra love and attention and could incur additional costs for onsite service.

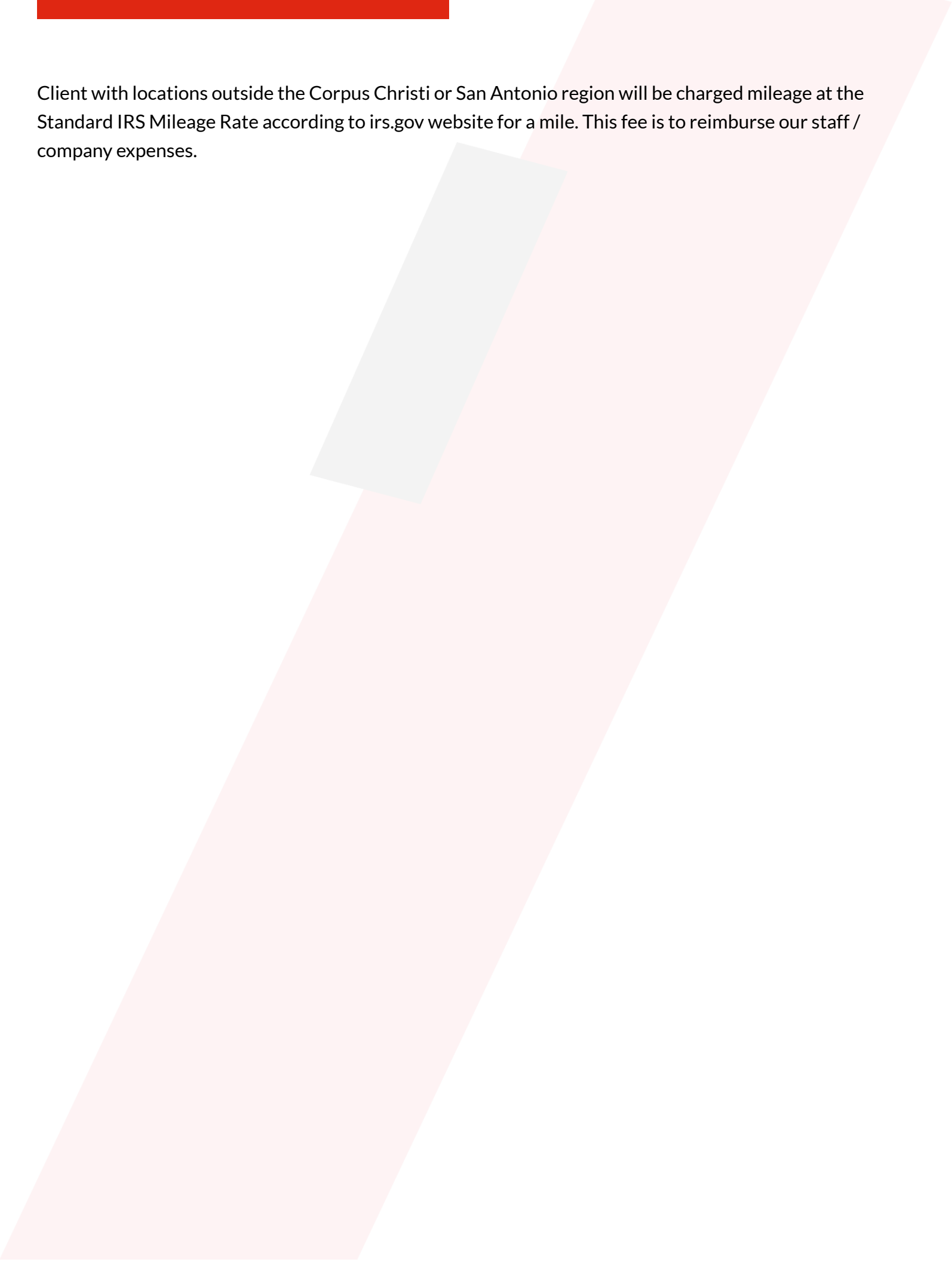

CLIENT REQUEST FOR ONSITE

If efforts to remediate the issue remotely have been ineffective, on-site service will be performed at no additional cost. Client requests for on-site support when remote remediation is suitable may result in a minimum trip fee of \$100.00.

MILEAGE CHARGES



Client with locations outside the Corpus Christi or San Antonio region will be charged mileage at the Standard IRS Mileage Rate according to [irs.gov](https://www.irs.gov) website for a mile. This fee is to reimburse our staff / company expenses.



YOUR RESPONSIBILITIES

Empowering a resilient and secure digital environment, our partnership thrives on shared responsibilities. As a valued client, embracing these minimum standards ensures a seamless experience, enhancing your organization's security posture, operational efficiencies, and overall IT health.

MINIMUM STANDARDS

- Email
 - Preferable: Office 365, Google Apps for Business, Hosted Exchange
 - Secure Password Policy
 - Multifactor Authentication (MFA)
- Operating Systems:
 - Windows Server: 2016 or higher
 - Linux: Vendor-supported variant
 - Windows Desktop: Windows 10
- Software:
 - Custom Software: Evaluated on a case-by-case basis.
 - On-Prem Linux Servers: Client awareness and documentation
- Network Connectivity:
 - Remote Offices: MFA; should be implemented as soon as possible.
- Administrative Security:
 - Separate Administrator Accounts
- Technical Requirements:
 - No more than 15% Apple devices
 - No Linux Servers for Production Line of Business Software
 - Email Migration Project: Required if not on O365, Hosted Exchange, or Google Apps
 - Domain Migration Project: Required if not on a domain; migration project commitment within first 6 months of services.
- Phone System:
 - Must be supportable by SET or managed by a vendor: e.g., 3CX, Ring Central, etc.
- Centralized Identity Provider:
 - Preferable: Domain, Azure, etc.

PROPOSAL PLAN SUMMARY

Thrilled to move past most of the legal jargon! Here's an exciting snapshot of what your fully managed plan delivers. Brace yourself for the fantastic services bundled with your SET Fully Managed Plan.

FOUR BLOCKS OF SERVICE

CENTRALIZED SERVICES - PROACTIVE TECHNOLOGY MANAGEMENT	
	Security Suite
Onsite and Cloud Backups	Anti Virus
Desktop and Server Optimization	Anti-SPAM Management
Patch Management	Phishing Simulator
Asset Tracking & Documentation	Phish Training
	Content Filtering
	Anti-Malware
	Threat Hunting
	Next Gen AV (S1)
	Endpoint Segmentation
DEDICATED TECHNICAL ALIGNMENT ENGINEER - STANDARDS	
	Technology Standards Review
	Technology Alignment
	Best Practices
	Centralized Performance Reports

CENTRALIZED SERVICES - PROACTIVE TECHNOLOGY MANAGEMENT

DEDICATED VCIO - TECHNOLOGY CONSULTING

Technology Roadmap

Design Desk

Budgets & Planning

Business Impact & Risk of Technology

CUSTOMER SUPPORT - SERVICE DESK

Guaranteed Response Time

Unlimited Help Desk Support

Onsite Visits

Customer Portal & Ticketing

Remote Support

Vendor Management

HOW THE FEES WORK

Our managed clients enjoy the ease and predictability of our monthly invoices. Now, let's explore what you can expect on your monthly invoice.

MONTHLY REOCCURRING COSTS

Fully Managed Services: This is a flat-rate monthly cost is conveniently billed at the start of each month.

Microsoft Licenses Subscriptions: As the partner of record for your Microsoft licenses, the associated costs will be on your monthly bill. By leveraging our expertise, you not only streamline licensing management but also gain the flexibility to scale your Microsoft subscriptions up or down based on your evolving business needs.

Add-On Products: Our fully managed plan includes enhanced security tools. However, if the nature of your business requires additional security tools from our Empowered suite, those will be shown as a separate line item.

Backup Storage: As we begin to manage your backups, we will verify the data usage and storage needs during onboarding. This will be a separate line item on your monthly invoice.

ONE-TIME ONBOARDING FEE

Our onboarding fee, equivalent to the first month's pricing for fully managed services, reflects our white-glove approach and ensures that the dedicated hours and attention we invest align seamlessly with your onboarding project's requirements. This is charged upfront and must be paid before work begins.

PROPOSAL & PRICING

This is a summary of Town of Fulton 's monthly reoccurring costs for your fully managed plan and any agreed add-on services.

NAME	PRICE	QTY	SUBTOTAL
Managed IT Services	\$1,600.00	1	\$1,600.00
			\$1,600.00
		Subtotal	\$1,600.00
		Total	\$1,600.00

ONBOARD SOW	ONE-TIME COST
Security Suite Rollout	Paid in first month
Monitoring Rollout	Paid in full
Firewall Monitoring & Site Monitoring Setup	
Network Documentation	
Inventory (Hardware & Software)	
Fully Integrate IT Solutions for Management	
Migrate Client from Current IT Service Provider	

NAME	PRICE	QTY	SUBTOTAL
Onboarding SOW (One Time)	\$1,600.00	1	\$1,600.00
		Subtotal	\$1,600.00
		Discount	\$0.00
		Total	\$1,600.00

OUR GENERAL TERMS & CONDITIONS

We're almost there! Just a few more final general terms and conditions to breeze through, and then we are ready to get to work for you.

OVERVIEW

Straight Edge Technology, Inc. (Straight Edge Technology) agrees to provide technology services to ("Town of Fulton ") to assist with correcting problems, performing repairs, identifying and evaluating technology solutions, and other services as agreed to between ("Town of Fulton ") and Straight Edge Technology. Specifically, these Services may include, but are not limited to meetings, on-site visits, in-shop repairs, technical support, meetings, telephone conversations, e-mail correspondence, and research. Any purchase or future purchase of goods and services shall be in accordance with the terms and conditions hereinafter provided. However, in the event the parties hereto have entered into a SET Fully Managed Plan Agreement or an agreement that is attached as an exhibit or addendum hereto that covers goods and/or services to be provided by Straight Edge Technology to ("Town of Fulton "), such SET Fully Managed Plan Agreement or such attached exhibit or addendum shall prevail and control over the terms of this 2016 Service General Terms & Conditions. ("Town of Fulton ") understands and agrees that these Services are related to computer equipment and/or network and that all Services are directed solely at ("Town of Fulton ") discretion. Straight Edge Technology agrees to provide ("Town of Fulton ") with periodic status updates on the progress of these services.

These terms and conditions constitute a legal agreement between you ("Town of Fulton ") and Straight Edge Technology, Inc., Inc. ("SET"). By signing this agreement, you accept Straight Edge Technology, Inc.'s products & services, and agree to be legally bound by these terms and conditions.

FEES

Straight Edge Technology and ("Town of Fulton ") may agree to proceed with engagements on a Time and Materials basis, Project basis, Recurring Payment basis, or a combination. Rates for projects will be estimated in whole (TOTAL PROJECT ESTIMATE.) For other services, standard rate charges for are described below. Recurring services will be billed as a fixed amount per month, plus any over-costs as agreed to by both parties. After hours Services (subject to availability) are subject to surcharges and must be approved by ("Town of Fulton "). After-hour rates are 1.5 x the standard rates for weekday evenings (until 12 am) and all day Saturday. Sundays and nights (12 am - 8 am) will be billed at 2x the standard rates. For these fees Straight Edge Technology will provide knowledgeable specialists who

have access to technical information from leading manufacturers. HOWEVER, IN THE EVENT A SET FULLY MANAGED PLAN AGREEMENT HAS BEEN ENTERED INTO OR A SPECIFIC ADDENDUM IS ATTACHED TO THIS AGREEMENT, DETAILING A BLOCK OF TIME OR CONTRACT PURCHASE, THE RATES AND TERMS PROVIDED IN THE SET FULLY MANAGED PLAN AGREEMENT OR THE ATTACHED ADDENDUM SHALL PREVAIL AND CONTROL RATHER THAN THE STANDARD RATES SET FORTH HEREIN.

Rates are subject to change without notice. Rates will remain in effect for each year term of a recurring services agreement, and for the duration of a TSR.

OVERTIME

Excluded services within the scope of your fully managed plan; services performed from 5 pm – 12 am Monday – Friday, and all-day Saturday, will be billed at 1.5 times the hourly rate. Service from 12 am – 8 am, and Sundays, will be billed at 2 times the hourly rate. Emergency after-hour call-ins (if available) will incur a minimum of 1 billable hour per technician.

SERVICE TIME

Service Time includes all time spent while working on a case, whether on-site or in-shop. This billable time includes all time after arrival at the customer site, not including meals. Specifically included are time spent receiving telephone support, and delays caused by end users or waiting for an escort.

DELYAED OR MISSED APPOINTMENTS

IF AN ITEM IS COVERED BY A WARRANTY OR EXTENDED WARRANTY, any delays of more than 15 minutes will be billable at our standard rates. Delays include waiting time for escorts, security searches, or a user delaying access to their work area/equipment. If our technician arrives within 1 hour of the appointment time, but there is no one available to provide access to the equipment, our standard rate will be billed for the missed appointment.

TRAVEL FEES - OUTSIDE OF SERVICE AREA

One-way travel (from 2210 Patton, Corpus Christi, TX 78414 or 17300 Henderson Pass, San Antonio, TX) will be billed at the prevailing hourly rates for the service/personnel required. Any tolls and/or parking will be the customer's responsibility. Airfare, hotels, and meals for overnight travel will be negotiated as needed. Travel fees will apply for travel required outside of our service area.

NON-PAYMENT

If any of ("Town of Fulton ") obligation to Straight Edge Technology be not promptly paid when due, or if ("Town of Fulton ") breaches any provision hereof, ("Town of Fulton ") shall be in default hereunder and all unpaid installments shall become immediately due and payable. Upon CUSTOMER's default, Straight Edge Technology shall have the rights and remedies of a secured party under the Uniform Commercial Code and any other laws, including the right to any delinquent payments for which ("Town of Fulton ") agrees to remain fully liable. An expressed Mechanic's Lien will be applied for all unpaid services. Without prejudice to Straight Edge Technology's remedies hereunder, Straight Edge Technology shall be entitled to interest at the rate of 1.5% per month or at the maximum rate permitted by the law, whichever is lower, from the first day of the calendar month for which due until paid. As long as any part of the contract price remains outstanding, the security interest granted hereby shall continue effective, and title of the Equipment shall remain in Straight Edge Technology irrespective of any retaking and redelivery of collateral to ("Town of Fulton ") until all amounts secured hereby are full paid in money. If default continues for five (5) days after written or telegraphic notice thereof by Straight Edge Technology, Straight Edge Technology may render the Equipment unusable until Straight Edge Technology receives payment in full.

CONFIDENTIALITY

Straight Edge Technology recognizes that in the course of performing Services, it may have access to confidential and proprietary information, (collectively referred to as "Confidential Information"). Straight Edge Technology recognizes That disclosure of the Confidential Information to others, non-authorized third parties or the general public would be detrimental to CUSTOMER. Accordingly, Straight Edge Technology covenants and agrees with ("Town of Fulton ") that it will keep secret and treat confidentially the Confidential Information, and will not disclose any of the Confidential Information to any person or entity nor shall he use the Confidential Information for any purpose other than purposes which serve CUSTOMER .

VENUE/GOVERNING LAW/RESOLUTIONS OF DISPUTES

The laws of the state of Texas shall govern this agreement, the construction of its terms, and the interpretation of all rights and duties of Client and SET. Client and SET agree that they are amenable to suit in Texas, and therefore, subject themselves to the jurisdiction of the state courts in Texas by entering into this agreement.

BINDING EFFECT

This agreement shall be binding on and inure to the benefit of SET and Client and their respective heirs, executors, administrators, legal representatives, successors, and assigns.

PRICE

Prices do not include federal, state or local taxes as applicable and these taxes will be added to the sales price when SET is legally obligated to collect the taxes unless Client provides SET with a proper tax exemption certificate. All prices are subject to correction for stenographic, typographic and clerical errors.

ACCEPTANCE

Client agrees to services as described in the QUOTE at a cost of \$1600 per month based on the specific details of the proposal for a period of 12 Months commencing ____TBD____ (Initial Term).

Client agrees to pay a prorated amount for the initial month prior to the contract's monthly start.

TERMINATION CLAUSE

This agreement automatically renews for a subsequent twelve months beginning on the day following the end of the Initial Term unless Client provides sixty days' prior written notice of their intent not to renew this agreement. After Initial Term is complete Client may cancel agreement by giving 60 days notice.

Town of Fulton

Town of Fulton

Ryan Valdez

[Client.FirstName] [Client.LastName]

BILLING INFORMATION FORM

PRIMARY BILLING ADDRESS (STREET, SUITE, CITY, STATE, ZIP CODE)

ALTERNATIVE BILLING ADDRESS OR IF CHANGES REQUIRED

BILLING POINTS OF CONTACT

	NAME & TITLE	EMAIL	OFFICE PHONE	MOBILE PHONE
PRIMARY				
SECONDARY				
OTHER				

VENDOR MANAGEMENT AUTHORIZATION

Please identify each technology vendor that we will need to work. Next copy and paste the text below and send to your points of contacts. Please modify each email to align with the appropriate vendor and in the subject line state "Letter to Vendor for Authorization."

To Whom It May Concern,

This letter is to inform you that we have contracted Straight Edge Technology to manage our IT and Technology needs.

To be able to do this effectively, Straight Edge Technology needs to be able to support and manage all of our technology suppliers on our behalf. As such, this letter authorizes anyone from the team at Straight Edge Technology to access and modify all aspects of our account and all the products and services that we have with <vendor name> effective immediately.

This authorization is valid until we give you written notice otherwise.

Should you require any further details, please let us know.

Regards,