



Service Agreement
Between
Jolly Technologies Inc.
And
[Customer Name]
For
Installation and Initial Setup

Submitted to: [Customer Name]
[Customer Contact]
[Customer Address]
[Customer Email]

Submitted by: Jolly Technologies Inc.
203 Redwood Shores Pkwy
Suite 280
Redwood City, CA 94065

Service Level Agreement Approvals

By signing below, all Approvers, each as duly authorized Agents and on behalf of their respective Company, agree to all terms and conditions set forth in this Agreement.

Company Name	Role	Approver Name	Approver Signature	Date
Jolly Technologies Inc.	Service Provider			
[Customer Name]	Customer			



1. Agreement Overview

This Agreement represents a Service Agreement (“Agreement”) between Jolly Technologies Inc. (“Service Provider”) and [Customer Name] (“Customer”), together referred to as “Stakeholders”, for the provisioning of IT services required to support and to sustain Jolly software products.

The Effective Date of this Agreement is _____, and this Agreement shall remain in effect from _____ to _____ (“Term”).

This Agreement remains valid until superseded by an Amendment to this Agreement which has been executed by the Stakeholders.

This Agreement outlines the parameters of all covered services which are understood and agreed upon by the Stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider for the duration of this Agreement

Initial Set-Up Support Plan	<ul style="list-style-type: none"> ✓ Receive up to three (3) hours of Telephone Support with free remote assistance using online meeting software such as GoToMeeting, where applicable, to assist in the installation and initial configuration of the purchased Jolly software product. ✓ Meeting must be scheduled with a Jolly technician in advance. ✓ Support hours must be used within the 30 days of purchase. ✓ Support hours may be divided over multiple meetings. ✓ Support hours must be redeemed in 30 minute increments. ✓ Support technicians will only be able to assist with the installation and initial configuration of Jolly software and systems. ✓ Due to variations in each unique IT environment, Service Provider does not guarantee complete installation within three hours. ✓ Installation services are provided by Basic level support staff. 	\$250 Flat Fee
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