

Service Agreement

1. This agreement establishes services between New World Language Services, Inc., herein referred to as NWLS, Inc. also doing business as SecretariesbyPhone.com and the client as indicated below.
2. Client represents in good faith that he or she has the legal authority to enter into such agreements.
3. Client agrees to pay for all services rendered by NWLS, Inc. in accordance with this agreement.
4. Payments will be invoiced to the address indicated and remitted within 10 days of date of invoice.
5. Client agrees to pay a late fee of \$35 if such payment is not received by NWLS, Inc. within 30 days of invoice date and an additional late fee of \$25 per month or the maximum allowable by law.
6. Billing for all services is based on minutes allotted by selected plan. Minutes are rounded in 15 sec. increments after the first minute. Overages are calculated on a per minute basis which is based on the cost per minute of selected plan.
7. There is a minimum time commitment of three months after which the client may cancel service with a 30 day written notification.
8. The initiation of services requires the initial payment for the first month and a \$50 set-up fee. Extended live answering services require an additional set-up fee of \$50 and an additional monthly re-occurring fee of \$100. Billing cycles begin on the day of the month service begins and is calculated to the same day of the following month. Service begins on the day this agreement is signed. It may take up to 4-6 hours to initiate phone number. If number is not initiated within 6 hours, service will begin the next business day once the phone number is initiated and billing cycle will be adjusted to that day.
9. Client will indemnify NWLS, Inc. and SecretariesbyPhone.com and hold harmless all parties including but not limited to its employees, officers, contractors and associates for disrupted or failed services for any reason including but not limited to equipment failure, or employee error.
10. NWLS, Inc. is committed to providing excellent services and will attempt to rectify any client dissatisfaction immediately. Business hours are M-F, 9-5 excluding holidays as allowed by NWLS, Inc.
11. 24/7 answering services include live Spanish/English answering services during regular business hours, and automated emailed voice messaging services after hours. Optional extended live 24/7 services are available at an additional fee. Answering services specifically does not include personal secretarial services.
10. Secretarial services include the assignment of 2 personal secretaries, live Spanish/English answering services during regular business hours, automated emailed voice messaging services after hours, live translation & interpretation services by phone or email, conference calling up to 6 parties, and all other services as indicated within the publications found on www.secretariesyphone.com. Calls are answered by operators but will be connected to one of your personal secretaries upon request.
11. Secretarial services will not be performed without a secretarial account and are available only during the regular business hours defined as M-F 9a-5p excluding holidays permitted by NWLS, Inc.
12. Client will be responsible for submitting all information necessary for the training of the answering and secretarial staff. Failure to submit such information will not delay or postpone billing cycle.
13. Client's signature below acknowledges reading and understanding this agreement in full. Any portion of this agreement negated through a legislative process will not affect any other portion of this agreement. Any legal action arising from this agreement or services will be brought before a venue in a state and county selected by the acting CEO of NWLS, Inc.

Indicate type of service plan with an X below.

- Spanish/English answering services with personal secretarial services included
 375 min @ \$299/mo 700 min @ \$499/mo 1,000 min @ \$599/mo
- Spanish/English answering services only
 175 min @ \$99/mo

Business Name

Signature & Title

Billing Address

Printed Name

Date signed

Phone Number

E-Mail Address