

AI Assistant Service Agreement

NexorLink LLC · Miami, Florida · nexorlink.com · richard@nexorlink.com · +1 (786) 550-3307

PARTIES

This AI Assistant Service Agreement ("Agreement") is entered into between:

NexorLink LLC ("Provider"), a Florida limited liability company, represented by Richard Landis, Founder & CEO, Miami, Florida; and

Client name: _____

Business name: _____

Email: _____ **Phone:** _____

SECTION 1 — SERVICES

1.1 Description

NexorLink LLC will deploy and maintain a bilingual (English/Spanish) AI voice assistant ("Sofia") for Client's business. Sofia handles inbound calls, appointment scheduling, lead capture, and outbound follow-up calls 24 hours a day, 7 days a week.

1.2 Selected Plan

Plan	Monthly Rate	First Month	Selected
Starter Lite	\$395/mo	\$690	☐
Starter	\$895/mo	\$1,390	☐
Growth	\$2,495/mo	\$3,745	☐
Pro	\$5,495/mo	\$8,245	☐
Enterprise	\$12,495/mo	\$18,745	☐
HMO Premium	\$18,995/mo	\$28,495	☐

First month includes onboarding and setup bundled into the first invoice. No separate setup fee. Subsequent months are billed at the monthly rate shown above.

SECTION 2 — BILLING & PAYMENT

2.1 Billing Cycle

Client is billed monthly via ACH Direct Debit or credit card on file. The first invoice is due upon signing. Subsequent invoices are automatically charged on the same date each month.

2.2 ACH Authorization

By signing this Agreement, Client authorizes NexorLink LLC to initiate recurring ACH debits or credit card charges for all amounts due. Client may revoke this authorization with 30 days written notice, which does not relieve Client of payment obligations.

2.3 Late Payments

Invoices 10+ days past due may result in service suspension. Accounts 30+ days past due may be terminated. A 1.5% monthly late fee applies to overdue balances.

SECTION 3 — TERM & CANCELLATION

3.1 Term

This Agreement begins on the date of signing and continues month-to-month.

3.2 Cancellation

Either party may cancel with **30 days written notice** to billing@nexorlink.com. No refunds for the current billing period. Onboarding fees are non-refundable.

3.3 60-Day Performance Guarantee

If Client is not satisfied within the first 60 days, Client may cancel and receive a pro-rated refund of the monthly portion of their last invoice (onboarding fees excluded), provided at least one written concern was submitted to hello@nexorlink.com during that period.

SECTION 4 — SERVICE TERMS

4.1 Uptime

NexorLink targets 99.5% uptime. Scheduled maintenance will be communicated 24 hours in advance where possible.

4.2 Data & Privacy

All call data is handled in accordance with applicable privacy laws. Healthcare clients requiring HIPAA compliance will receive a Business Associate Agreement (BAA) upon request. Client is responsible for

informing callers that calls may be handled by an AI system.

4.3 Limitation of Liability

NexorLink LLC's total liability shall not exceed fees paid in the prior 3 months. NexorLink is not liable for indirect, incidental, or consequential damages.

4.4 Governing Law

Governed by the laws of the State of Florida. Disputes resolved by binding arbitration in Miami-Dade County, Florida.

AGREED AND ACCEPTED

NexorLink LLC

Client

Richard Landis, Founder & CEO

Signature

Authorized Signature

Date

Printed Name & Title

richard@nexorlink.com · nexorlink.com

Date