



AI Voice Assistant Service Agreement

This Service Agreement ("Agreement") is made between:

Provider: Your AI Voice Assistant

Address: 8100 Park Boulevard Suite B8, Pinellas Park, Florida 33781

Phone: 727-639-7078

Email: connect@yaiva.us

Client: [Client Business Name]

Address: [Client Business Address]

Phone: [Client Phone Number]

Email: [Client Email]

Scope of Services

Provider agrees to deliver the following services:

- AI Voice Assistant setup customized for Client's business
- AI Call handling with summary, full transcript, and call recordings
- Custom telephone number
- Voice usage billed per minute
- Optional call recording storage
- Optional AI SMS replies (requires A2P 10DLC registration)

Pricing & Payment Terms

- AI Assistant Service: Client agrees to a custom annual price of \$_____, payable as follows:

- 50% Down Payment: Due upon agreement to begin setup.
- Remaining 50%: Due upon successful setup and activation.
- Additional Fees:
 - \$2.50/month per telephone number

- \$0.15/minute for AI call usage
- \$0.0025/minute for stored call recordings (optional)
- \$120 one-time fee for AI SMS Text Replies (optional)
- \$50 A2P 10DLC registration fee (if applicable)

Term & Renewal

This Agreement is valid for a 12-month term.

After 12 months, pricing will be renegotiated based on usage and service level.

Client Responsibilities

- Provide business name, hours, services, and other setup details.
- Ensure accuracy of business information submitted for A2P 10DLC registration (if using SMS).

Service Delivery

- Setup will begin once down payment is received.
- Estimated setup time: 7–14 business days.
- Updates and activation instructions will be provided by email.

Confidentiality & Data

- All business data, recordings, and transcripts are confidential and will not be shared or sold.
- Call recordings and transcripts are stored securely and accessible only to the Client.

Termination

- Either party may terminate this Agreement with 15 days' written notice.
- If terminated after setup begins, down payment is non-refundable.

Limitation of Liability

- Provider is not liable for missed calls, service disruptions, or carrier-related delivery issues.
- Client assumes responsibility for regulatory compliance with any outbound messaging content.

Governing Law

This Agreement shall be governed under the laws of the State of Florida.

By signing below, both parties agree to the terms outlined in this Service Agreement.

Client Signature: _____

Date: _____

Provider Signature (Your AI Voice Assistant): _____

Date: _____