

ZEGIT Tech Solutions VoIP Services

The ZEGs Corp | Zimmerman, Minnesota

Term Service Agreement

Customer (Business):	
Provider:	The ZEGs Corp d/b/a ZEGIT Tech Solutions
Effective Date:	
Contract End Date (Last Day):	

This Term Service Agreement ("Agreement") is entered into by and between The ZEGs Corp d/b/a ZEGIT Tech Solutions, a Minnesota corporation ("Provider"), and the Customer identified above, a _____ [corporation / LLC / partnership / sole proprietorship] formed under the laws of the State of _____ ("Customer"). Provider and Customer are each individually referred to as a "Party" and collectively as the "Parties." This Agreement is incorporated into and subject to the Master Service Agreement ("MSA") signed concurrently or previously by both Parties.

1. Term Length

<input type="checkbox"/> 12 Months	<input type="checkbox"/> 24 Months	<input type="checkbox"/> 36 Months
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The term begins on the Effective Date above and ends on the Contract End Date. The Effective Date shall be the date service is activated or the port completion date, whichever is later. If porting delays activation, Customer may be required to re-sign this Agreement.

2. Guaranteed Package & Pricing

Selected Package:	
Monthly Package Rate:	
Included Minutes:	_____ minutes/mo — US 48 states (inbound + outbound pooled)
# of DID(s) on Agreement:	

The monthly package price and included minutes listed above are GUARANTEED for the life of this Agreement. Provider will not increase the package rate or reduce the included minutes during the active term.

The following rates are NOT guaranteed and may change with 30 days' written notice: per-minute overage rates, international and AK/HI per-minute rates, DID and E911 monthly fees, and all add-on fees.

3. Non-Recurring Charges (NRC) — Waived

The following NRCs are waived for Customer upon execution of this Agreement:

- Package setup fee: \$9.99 (per subaccount / location) — WAIVED
- DID activation fee: \$1.00 per DID — WAIVED for local DIDs only

NRC waivers do NOT apply to: Toll-free DIDs, Pay Per Use plan, or any service added after the initial order that is not covered by this Agreement. NRCs for services added mid-term will be assessed at the then-current rate.

4. Package Upgrades & Downgrades

Customer may upgrade to a higher package tier at any time during the term. Upon upgrade:

- Customer may keep the existing Contract End Date (same term, higher package), OR
- Customer may renew for a new term at the upgraded package rate, extending the Contract End Date accordingly.

Customer may NOT downgrade to a lower package tier during an active term agreement. Downgrades are only permitted on month-to-month service.

Customer may renew or extend this Agreement at any time during the active term without requiring a package upgrade. Re-up/renewal can be executed at the current package level.

Important: This Agreement does NOT auto-renew. Upon expiration of the Contract End Date, service will automatically convert to month-to-month at the then-current rates. If Customer wishes to renew with a new term agreement, a new Term Service Agreement must be executed. Rates and included minutes in effect at the time of renewal may differ from those in this Agreement and are subject to change.

5. Early Termination Fee (ETF)

If Customer terminates service before the Contract End Date, an Early Termination Fee applies, calculated as follows:

ETF = 80% × Monthly Recurring Charges × Full Remaining Months

Monthly Recurring Charges for ETF purposes include: monthly package fee, DID MRC(s), and E911 MRC(s). Per-minute usage charges, overage, and add-on usage fees are excluded from the ETF base.

"Full Remaining Months" is calculated as follows:

- If Customer provides notice of cancellation before the 50% mark of the current billing month (e.g., before the 15th in a 30-day month), that month IS counted as a full remaining month for ETF purposes.
- If Customer provides notice of cancellation on or after the 50% mark of the current billing month, that month is NOT counted as a remaining month. The customer has effectively paid for that month in full and it will not be included in the ETF calculation.
- Only full calendar months remaining after the calculation date are included. No partial months are included.

Example: Monthly recurring charges of \$109.99 (Power package + 2 DIDs + E911), 8 full months remaining, cancellation before 50% mark of current month: $ETF = 80\% \times \$109.99 \times 8 = \703.94 .

The ETF is due immediately upon early termination notice and will be invoiced separately. Outstanding usage charges and recurring fees through the termination date remain due in addition to the ETF.

ETF is waived only if Provider is in material breach of this Agreement and fails to cure such breach within 30 days of written notice from Customer.

6. 30-Day Early Cancellation Window

If Customer disconnects all services or ports out all DIDs within the first 30 days of the Effective Date, this Agreement is void. In this event:

- All waived NRCs (package setup fee and DID activation fees) become immediately due and payable.

- Customer is responsible only for charges for the actual days of service used, pro-rated on a daily basis (monthly rate ÷ days in the billing month × days used), plus any usage charges (overage, international, add-on usage) incurred during those days.
- No ETF applies if cancellation occurs within this 30-day window.

Additionally, within the same 30-day window, Customer who signed a term agreement on a new activation may elect to convert to a month-to-month plan without ETF penalty, by providing written notice to Provider. In this case, the term agreement is void, all waived NRCs become due, and service continues on a month-to-month basis at then-current rates.

This 30-day early cancellation and opt-out provision applies to NEW SERVICE ACTIVATIONS ONLY. It does not apply to renewals or extensions of existing agreements. After the 30-day window, standard ETF terms apply for any early termination.

7. Port-Out Rights

Customer retains the right to port telephone numbers to another carrier at any time, including during an active term agreement or during account suspension, in accordance with FCC local number portability rules. Provider will not block or delay a port-out request. Porting out does not waive the ETF obligation — outstanding ETF and balance remain due.

8. Business Sale or Closure

If Customer's business is sold, this Agreement may be transferred to the new owner with Provider's prior written consent. If Customer's business closes, the owner and/or company remains fully responsible for all charges, including the ETF, through the Contract End Date.

9. Governing Law

This Agreement is governed by the laws of the State of Minnesota. Any disputes shall be resolved in Sherburne County, Minnesota courts.

10. Acknowledgment

By signing below, both parties agree to the terms of this Term Service Agreement and confirm that the Master Service Agreement is in effect. Customer confirms they have read and understood the ETF calculation, NRC waiver terms, and all conditions stated herein.

_____		_____
<i>Customer / Authorized Signer Signature</i>		<i>Date</i>
_____	_____	
<i>Printed Full Name</i>	<i>Title / Role</i>	

_____		_____
<i>Provider Representative Signature — The ZEGs Corp d/b/a ZEGIT Tech Solutions</i>		<i>Date</i>
_____	_____	
<i>Printed Full Name</i>	<i>Title / Role</i>	

FOR OFFICE USE ONLY

Account #:	Activation Date:	COMPLETED stamp:	CONTRACT SENT stamp:

ZEGIT Tech Solutions VoIP Services — zegitech.cloud — 1-833-493-4832