

ZER0TOUCH Intelligent Assistant

Client Service Agreement

A Managed AI Receptionist Service | Version 1.1

PARTIES

Service Provider	ZER0TOUCH mAIs
Provider Email	support@zer0touch.co
Client Business Name	_____
Client Contact Name	_____
Client Email	_____
Client Phone	_____
Plan	☐ Starter (\$129/mo) ☐ Pro (\$179/mo) ☐ Premium (\$349/mo)
Setup Fee	\$49 Starter/Pro \$99 Premium
Effective Date	_____

1. Services

ZER0TOUCH IA provides an AI-powered inbound call answering service that operates on behalf of the Client's business. Services are defined by the selected plan and include the features described in the current ZER0TOUCH IA plan documentation, which may be updated from time to time with reasonable notice.

1.1 Included Services (All Plans)

- Dedicated local business phone number provisioned by ZER0TOUCH IA
- 24/7 AI-powered inbound call answering
- Custom AI knowledge base configured from Client's onboarding responses
- Simultaneous ring to Client's personal cell before AI engages
- Lead capture with SMS summary delivered to Client after each call
- Text command controls: ON, OFF, FORWARD, VACATION
- Scheduled call routing based on Client-provided business hours

1.2 Pro Plan Additions

- Calendar integration with Client's Gmail or Microsoft Outlook calendar. ZER0TOUCH IA can also provide a calendar at no additional fee.
- Owner-confirmed booking via SMS (Model 2): AI reads availability, offers times, Client confirms or declines via text reply
- 24-hour appointment reminders sent to callers
- AI voice customization (tone and persona)

1.3 Premium Plan Additions

Everything in Pro, plus:

- Advanced calendar integration with auto-accept booking option (Model 3)
- Service-specific scheduling rules, buffers, and override management
- Premium ElevenLabs neural AI voice
- Most advanced AI model for complex call handling
- Monthly inbound trend report delivered by email
- Caller sentiment detection and escalation flagging

1.4 What Is Not Included

ZER0TOUCH IA does not provide outbound calling, spam/robocall handling guarantees, legal or medical advice, emergency dispatch services, or services beyond those defined in the selected plan. Custom feature development, CRM integrations, and API access beyond standard webhooks are not included and may be quoted separately.

2. Fees and Payment

2.1 Setup Fee

A one-time setup fee is charged at the time of enrollment: \$49 for Starter and Pro plans and \$99 for Premium. This fee is non-refundable and covers onboarding, system configuration, agent build, number provisioning, and initial testing.

2.2 Monthly Subscription

Monthly fees are billed in advance via Stripe on the same date each month. Fees are non-refundable. Client is responsible for maintaining a valid payment method on file at all times.

2.3 Minute Allotment and Overages

- Starter: 100 minutes per month
- Pro: 200 minutes per month
- Premium: 300 minutes per month

Minutes are consumed by inbound AI-handled calls. Simultaneous ring to Client's cell does not consume minutes. If the monthly allotment is exceeded, Client may purchase additional minute bundles:

- 50 minutes: \$15
- 100 minutes: \$20
- 200 minutes: \$35

Unused minutes do not roll over. Bundles must be purchased in advance. ZER0TOUCH does not guarantee service continuity after allotment is exhausted without an active bundle.

2.4 Late Payment

If payment fails, Client will receive notice and a 7-day grace period (3 attempts) to update payment. After 7 days, the AI answering service will be suspended. After 30 days of non-payment, ZER0TOUCH IA reserves the right to terminate the agreement and retain the Client's provisioned phone number per Section 5.

3. Phone Number Ownership

The phone number provisioned for the Client is registered to and owned by ZER0TOUCH. This number is assigned exclusively to the Client for the duration of their active subscription.

3.1 Active Subscription

While the Client maintains an active paid subscription, the number is reserved exclusively for their use and will not be released.

3.3 Number Port-In (Optional)

The Client may port in their existing business number at no charge. If the port-in number is used in the configuration, Service cannot render until the port-in completes in addition to the 7-day onboarding window.

3.4 Number Port-Out (Optional)

If the Client wishes to port their ZER0TOUCH IA number to another carrier upon cancellation, they must submit a written porting request at least 14 days prior to cancellation date. ZER0TOUCH IA will cooperate with a legitimate port-out request at its discretion. A \$10 porting administration fee applies. Number porting is not guaranteed and depends on carrier availability and timing.

3.5 Cancellation without Port-Out

The Client may cancel at any time with no cancellation fee. Service can remain active through the end of your current billing period. ZER0TOUCH maintains ownership of your IA number and Client is required to disassociate the number from all business references.

3.6 Cancellation with Port-Out

Cancellation with a phone number port-out requires 14 days written notice and port-out processing can take up to 14 days from submission. A one-time phone number port-out fee of \$5 applies. Client subscription plan remains active through the port-out completion date or end of billing period, whichever is later. If the port-out completes before the end of the billing period, Service will be terminated at time of port-out.

3.7 Non-Payment

If the Client cancels their subscription or fails to make payment after 30 days of the due date, ZER0TOUCH IA retains full ownership of the provisioned phone number. The number will not be automatically released or ported to the Client. The Client has no claim to the number after termination.

3.8 Cancellation Extension

If the Client needs to extend subscription to cover the 14-day port-out processing period, Client may extend at 50% of the monthly plan rate prepaid at current tier.

4. Calendar Access (Pro and Premium)

Pro and Premium clients grant ZER0TOUCH IA read-only access to their Google Calendar or Microsoft Outlook calendar via OAuth authorization. This access is used solely to check availability and prevent double-booking by the system. ZER0TOUCH IA does not read email, contacts, or event details beyond start/end times and availability status.

Client may revoke calendar access at any time. Revoking access will suspend calendar-based booking functionality until access is restored. ZERO TOUCH is not liable for missed bookings or scheduling errors resulting from revoked or expired calendar access.

5. Term and Termination

5.1 Term

This agreement begins on the Effective Date and continues on a month-to-month basis until terminated by either party without contract.

5.2 Cancellation by Client

Client may cancel at any time by providing written notice to support@zerotouch.co. Cancellation takes effect at the end of the current billing period. No partial refunds are issued. The Client remains responsible for any outstanding balance.

5.3 Termination by ZERO TOUCH

ZERO TOUCH may terminate this agreement with 7 days written notice for any reason, or immediately if Client violates these terms, engages in fraudulent activity, or uses the service for unlawful purposes. In the event of termination by ZERO TOUCH without cause, a prorated refund of the current month's subscription fee will be issued.

5.4 Effect of Termination

Upon termination: (a) AI answering service is deactivated; (b) calendar access token is revoked; (c) call logs are retained for 30 days then deleted; (d) the provisioned phone number is retained by ZERO TOUCH per Section 3.7; (e) Stripe subscription is cancelled.

6. Data and Privacy

ZERO TOUCH IA collects and processes call recordings, transcripts, and caller information in the course of providing the service. This data is stored securely and used only to deliver and improve the service for the Client.

6.1 Call Recording and Transcription

Inbound calls may be recorded and transcribed by the IA system. By using this service, Client acknowledges their responsibility to comply with applicable call recording disclosure laws in their jurisdiction. ZERO TOUCH IA recommends including a disclosure in the AI greeting (e.g., "This call may be recorded"). ZERO TOUCH IA is not liable for Client's failure to provide required disclosures.

6.2 Data Retention

Call logs and transcripts are retained for the duration of the active subscription plus 90 days. After 90 days from termination, all Client data is permanently deleted. Client may request early deletion by written request.

6.3 HIPAA

ZERO TOUCH IA is not currently a HIPAA-covered entity and does not offer HIPAA Business Associate Agreements as a standard service. Clients in healthcare or medical-adjacent

industries should consult legal counsel before using this service for calls involving protected health information.

6.4 SMS and Text Messaging Communications

As part of the Service, ZERO TOUCH IA sends and receives SMS text messages with the Client's designated phone number(s). This includes call summaries and lead alerts delivered after each completed call, service control commands (ON, OFF, FORWARD, VACATION) sent by the Client to manage the Service, and, for Pro and Premium plans, owner-confirmed booking replies and appointment reminders.

Message frequency varies based on call volume and the Client's use of text command controls; the Client can generally expect approximately one message per completed call, plus any messages sent in response to Client-initiated commands. Message and data rates may apply, depending on the Client's mobile carrier and plan.

The Client may opt out of receiving SMS messages at any time by replying STOP. Because SMS delivery is the primary mechanism by which lead summaries and service controls are provided, opting out of SMS messaging will be treated as the Client's notice of cancellation under Section 5.2. Access to SMS-dependent features will end immediately upon opt-out, even though the Service otherwise continues per Section 5.2 through the end of the current billing period. The Client may contact support@zerotouch.co to arrange an alternative summary delivery method, where available, in lieu of cancellation.

Mobile phone numbers and SMS opt-in consent collected in connection with the Service are not shared with third parties or affiliates for their own marketing or promotional purposes.

7. Support

Support services are limited by plan as defined in the ZERO TOUCH IA Support Plan document provided at onboarding. Requests beyond included allocations are available at \$99 per hour billed in 30-minute increments, with written approval required before work begins. ZERO TOUCH IA does not guarantee specific response times outside of documented SLAs.

8. Limitation of Liability

ZERO TOUCH IA provides this service on an "as-is" basis. ZERO TOUCH IA does not guarantee uninterrupted service, perfect call quality, or that the AI will handle every caller scenario correctly. ZERO TOUCH IA is not liable for:

- Missed calls, missed bookings, or lost revenue resulting from service interruptions
- IA/AI errors, misunderstood caller requests, or incorrect information relayed
- Third-party service failures
- Calendar sync errors or double-bookings
- Client's failure to comply with call recording disclosure laws
- Data loss resulting from third-party infrastructure failure

In no event shall ZERO TOUCH IA's total liability exceed the amount paid by Client in the three months preceding the claim.

9. Changes to Terms and Pricing

ZER0TOUCH IA reserves the right to modify these terms, pricing, or service features at any time. Clients will receive at least 30 days written notice of material changes via their preferred contact method. Continued use of the service after the notice period constitutes acceptance of the updated terms. If Client disagrees with changes, they may cancel per Section 5.2 before the effective date of changes.

10. General

10.1 Governing Law

This agreement is governed by the laws of the State of New York. Any disputes shall be resolved in the courts of Albany County, New York.

10.2 Entire Agreement

This agreement, together with the ZER0TOUCH IA Support Plan and current plan feature documentation, constitutes the entire agreement between the parties. It supersedes all prior discussions, representations, or agreements.

10.3 Severability

If any provision of this agreement is found unenforceable, the remaining provisions remain in full force.

10.4 Assignment

Client may not assign or transfer this agreement without prior written consent from ZER0TOUCH. ZER0TOUCH may assign this agreement in connection with a merger, acquisition, or sale of assets.

S I G N A T U R E S

By signing below, both parties agree to the terms of this Client Service Agreement.

ZER0TOUCH IA Signature: _____ Name: Morgan Cooper Date: _____	Client Signature: _____ Name: _____ Date: _____
---	---

ZER0TOUCH IA | support@zer0touch.co | zer0touch.co | v1.1 — subject to amendment

ZER0TOUCH IA Client Service Agreement | v1.1 | support@zer0touch.co