



Addendum – Annual & Multi-Year Payment Options

1. Annual and Multi-Year Payment Terms

1.1 Annual Payment Option (1-Year Term)

- Clients opting to prepay for one year of service in advance will receive **12 months of service for the price of 11 months** (one month free).
- No on-site hours are included in the 1-year plan.
- No refunds will be issued for early cancellation.

1.2 Multi-Year Commitment (2–3 Year Terms)

- **2-Year Agreement:** Clients receive a **10% discount** per year and **1 hour of free on-site support** per month.
- **3-Year Agreement:** Clients receive a **15% discount** per year and **2 hours of free on-site support** per month.
- Free on-site support is limited to locations within **50 miles** of Evolution Networks' primary office.
- Unused on-site time does **not roll over** and must be used within the calendar month.
- Additional on-site hours will be billed at the then-current standard rate.

1.3 Annual Price Adjustment

- All standard service agreements are subject to an **annual price increase of 5% to 10%**, based on inflation, vendor costs, or changes in service scope.
- Multi-year commitments are **exempt from annual increases for the duration of the contract**, locking in the discounted rate and providing significant savings over time.

1.4 Early Termination & Discount Clawback

- Clients canceling a multi-year agreement before its term will be charged a **pro-rated clawback of any previously applied discounts**.
- For example, a 3-year agreement canceled after 1 year will owe the difference between the discounted and standard rates for services rendered.
- The agreement may be terminated early with **60 days' written notice**, effective at the end of the current contract year.

1.5 Payment Terms

- Annual and multi-year plans must be paid in full via **ACH or wire transfer**.
- **Credit cards are only accepted for payments under \$1,000** and will incur a **3% processing fee**.
- All setup or onboarding fees must be paid in full and are **not included in any discounts**.

1.6 Plan Eligibility and Scope

- All standard service levels (e.g., Essential, Advanced, Premium) are eligible for annual and multi-year pricing.
- These plans cover managed service fees only. Licensing, project work, or third-party expenses are excluded unless specified in a separate agreement.
- Onboarding fees and service scopes are defined separately in the Service Guide.

1.7 Additions & Changes During Term

- If services, users, or devices are added mid-term, charges will be **pro-rated at the annual rate**.
- Any such changes must be agreed to in writing and reflected in the next billing cycle or invoice.

1.8 Renewal & Notification

- Multi-year contracts **do not auto-renew**. Evolution Networks will notify the client **60 days prior to contract expiration** to discuss renewal or updated terms.
 - Failure to respond within the 60-day window may result in a return to standard monthly pricing at the end of the term.
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