



LEGAL DOCUMENT

Order Form

Companion to the Master Services Agreement

Version 1.0 · May 2026 · 365Agents, Inc.

365 AGENTS

ORDER FORM

This Order Form (this “**Order**”) is dated [insert date] and is made part of, and governed by, the Master Services Agreement between 365Agents, Inc. (“**365Agents**”) and the Customer identified below (the “**MSA**”). Capitalized terms used but not defined in this Order have the meanings given in the MSA. In the event of conflict, this Order controls only with respect to the specific deviations expressly identified below.

1. PARTIES

	365Agents	Customer
Legal name	365Agents, Inc.	[Customer legal name]
State of formation	Nevada	[insert state]
Notice address	18291 North Pima Road Suite 110, #273, Scottsdale, AZ 85255	[Customer street address]
Billing contact name	accounts@365agents.com	[name]
Billing contact email	billing@365agents.com	[billing email]
Billing contact phone	[phone]	[phone]
Technical contact	support@365agents.com	[name + email]

2. ORDER DETAILS

Item	Value
Order Effective Date	[insert]
Subscription Start Date	[insert]
Initial Subscription	12 months from Subscription Start Date

Term

- Renewal** Auto-renewing for successive 12-month Renewal Terms unless either party provides 60 days' written notice of non-renewal prior to the end of the then-current term
- MSA reference** MSA dated [insert] between the parties (incorporated by reference)
- Agent of Record** [name, if any — leave blank if direct]

3. SERVICES SUBSCRIBED

Customer subscribes to the following Services. Quantities, allowances, and rates are set forth in Schedule A below.

<input type="checkbox"/> Service	Description
<input type="checkbox"/> AI Receptionist Agent	24/7 AI receptionist for inbound call handling, routing, message-taking, FAQ, and appointment scheduling.
<input type="checkbox"/> After-Hours Agent	After-hours AI voice coverage with handoff to next-business-day workflow.
<input type="checkbox"/> Website Agent	Embedded AI voice/text agent for website inquiries and lead capture.
<input type="checkbox"/> Texting Agent	AI-powered SMS and MMS handling for inbound texts and outbound replies.
<input type="checkbox"/> Complete Coverage Bundle	Receptionist + After-Hours + Website + Texting Agent (bundle pricing).
<input type="checkbox"/> Custom / Professional Services	As described in Schedule B.

4. SCHEDULE A — PRICING AND USAGE

4.1 Monthly recurring subscription

Line item	Quantity	Monthly base fee (USD)
[Plan name — e.g., Receptionist Pro]	[#]	\$(amount)
[Add-on — Texting Agent]	[#] [amount]	[(Bundled discount, if applicable)] — [(amount)]
Subtotal monthly recurring		\$(amount)

4.2 Included usage allowances

Metric	Included per month
Voice minutes (inbound)	[#] minutes
Voice minutes (outbound)	[#] minutes
Outbound SMS	[#] messages
Outbound MMS	[#] messages
Knowledge-base size	[#] documents / pages
Concurrent calls	[#]

4.3 Overage rates

Overage applies once monthly included allowance is exhausted. Customer pre-authorizes overage charges per Section 4.7 of the MSA.

Metric	Overage rate
Voice minutes	\$0.20 / minute
Outbound SMS	\$0.025 / message
Outbound MMS	\$0.030 / message
Inbound SMS	included (no overage)

4.4 One-time fees

Line item	Amount (USD)
Onboarding / setup	[\$amount]
Custom voice cloning (per voice)	[\$amount]
Integrations / build hours @ \$[rate]/hr	[amount] <i>** Subtotal one – time **</i> <i>**[amount]**</i>

4.5 Order totals

	Amount (USD)
Estimated first-month total (recurring + one-time)	[\$amount]
Estimated 12-month commitment (recurring × 12)	[\$amount]

5. BILLING

Item	Value
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Billing cadence	Monthly, in arrears for actual usage; recurring base also billed monthly
Payment terms	Net 30 days from invoice date
Payment methods	ACH (preferred), wire, credit card
Currency	USD
Late charges	1.5% per month on past-due undisputed amounts (or maximum allowed by law), plus collection costs
Invoice delivery	Email to Customer billing contact above
Sales tax / regulatory pass-through	Customer is responsible per Section 4.6 of the MSA

6. SCHEDULE B — PROFESSIONAL SERVICES (if any)

Description	Deliverable	Fee
[e.g., Custom CRM integration with HubSpot]	[statement of work]	[\$amount]
[e.g., Knowledge base ingestion (10 hours)]	[statement of work]	[\$amount]

If this section is left blank, no Professional Services are ordered under this Order.

7. ORDER-SPECIFIC TERMS (DEVIATIONS FROM MSA)

Any deviations from the MSA must be set forth here to be effective. If left blank, none apply.

Section	Deviation

8. ATTACHED OR REFERENCED DOCUMENTS

The following are incorporated by reference:

- 365Agents Master Services Agreement dated [insert]
- 365Agents Service Levels & Support Policy (SLA) at <https://365agents.com/legal/sla>
- 365Agents Data & InfoSec Policy at <https://365agents.com/legal/infosec>
- 365Agents Privacy Policy at <https://365agents.com/privacy-policy/>
- 365Agents Terms of Service at <https://365agents.com/terms-of-service/>
- Data Processing Addendum (executed separately, if applicable)

- Business Associate Agreement (executed separately, if applicable)

SIGNATURES

The parties have executed this Order as of the Effective Date.

365Agents, Inc.

[Customer legal name]

Signature: _____

Signature: _____

Printed: _____

Printed: _____

Title: _____

Title: _____

Date: _____

Date: _____