SWITCHPOINT SERVICES

Order Form and Key Terms

Cover Page to the SwitchPoint Services Client Agreement · Version 1.6 · In use from November 2, 2026

Changes since v1.4. One change: the Non-Renewal Notice Date row now says the Customer may cancel at any time and how (from the billing portal, or by replying to any SwitchPoint email) and that cancellation takes effect at the end of the current billing month. Nothing else in this document has changed.

This Cover Page, together with the documents listed in Section C, is the agreement between SwitchPoint and the Customer named below (the **Agreement**). Capitalized words have the meanings given in the Standard Terms. The Customer accepts this Agreement by checking the acceptance box at online checkout, by paying the first Fee after being presented with this Agreement, or by signing below.

A. Parties

PROVIDER	CUSTOMER
SwitchPoint Agency LLC, a Florida limited liability company ("**SwitchPoint**" or "**Provider**"), which markets its services under the name **SwitchPoint Services** (fictitious-name registration pending with the Florida Department of State) Florida Document No. L26000170046 1000 Holt Ave, #9385, Winter Park, FL 32789 Notice email: bbraham.switchpoint@gmail.com Phone: (407) 753-7558 · getswitchpoint.com	Legal name: _____ Doing business as: _____ Address: _____ Notice email: _____ Signer name and title: _____

For an order placed at online checkout, the Customer's legal name, business name, email and billing details are the ones entered on the checkout page, and that checkout record is part of this Order Form.

B. Order Form

Cloud Service	The SwitchPoint front-office system for the plan selected below, delivered inside a dedicated sub-account on the Platform, configured and taught by SwitchPoint as described in the Capability Schedule.
Plan (select one)	☐ **Essentials** — $247 per month ☐ **Automated Front Office** — $497 per month ☐ **Personalized Agentic System** — monthly Fee as quoted: $_____ per month; build fee (if any): $_____, payable as stated in Section B under "Fees" ☐ **Single tool or custom scope** — described in an attached quote; Fee $_____ per month For an online order, the plan and Fee are the ones shown on the checkout page at the time of purchase. Every quote for a Personalized Agentic System, single tool, custom scope, or add-on is governed by this Agreement.
Add-ons	☐ Website add-on — $499 one time (one-time build; not covered by the Satisfaction Guarantee) ☐ None
Order Date	The date the Customer accepts this Agreement (the date of online checkout, or the signature date below).
Subscription Period	One month, starting on the Order Date, renewing automatically for successive one-month periods until cancelled.
Non-Renewal Notice Date	For notice of non-renewal given by SwitchPoint: the day before the next renewal date. The Customer may cancel at any time, from the billing portal or by replying to any SwitchPoint email; cancellation takes effect at the end of the current billing month (the Subscription Period then running). No minimum term.
Fees	The monthly Fee for the selected plan, charged in advance. There is no setup fee on the Essentials or Automated Front Office plans. A quoted build fee for a Personalized Agentic System is refundable in full if the Customer cancels before configuration begins and non-refundable once configuration has begun. Fees exclude taxes. Fees include the message, call and AI usage of a typical single-location business, as described in Section 4.8 of the Standard Terms.
Payment Process	Automatic payment. The Customer keeps a valid card or other payment method on file with SwitchPoint's payment processor. SwitchPoint charges the first Fee on the Order Date and each renewal Fee on the monthly renewal date. Payment terms, failed-payment handling and price-change notice are in Section 4 of the Standard Terms.

Technical Support	Email and in-app message support on Business Days, first response within one Business Day, plus correction of Configuration Defects at no charge as described in the Standard Terms and the Capability Schedule. SwitchPoint relays Platform outages, carrier-delivery and telephony issues to the Platform Provider on the Customer's behalf and reports back; it does not control their resolution.
Go-Live	SwitchPoint schedules Go-Live within 14 days after the later of (a) the Setup Call and (b) SwitchPoint's receipt of the completed Client Setup Form, as described in Section 1 of the Standard Terms.
Satisfaction Guarantee	Applies. See Section 4.6 of the Standard Terms: a refund of every monthly Fee charged up to the date of the request, for any reason, if requested within 30 days after Go-Live.
Authorized Users	Up to five named Users on the Customer's sub-account. Additional Users on request at no charge.

C. Key Terms

Effective Date	The Order Date.
Incorporated documents (in order of precedence)	1. This Cover Page, including the checkout record for an online order 2. SwitchPoint Services Messaging and Calls Compliance Addendum, version 1.4 3. SwitchPoint Services AI Addendum, version 1.4 4. SwitchPoint Services Capability Schedule, version 1.4 5. SwitchPoint Services Standard Terms, version 1.6 6. The Website Terms of Service and Privacy Policy published at getswitchpoint.com on the Effective Date Each document is posted at getswitchpoint.com/legal. If documents conflict, the one listed earlier controls.
Governing Law	The laws of the State of Florida, without regard to its conflict-of-laws rules.
Chosen Courts	The state and federal courts located in Orange County, Florida.
General Cap Amount	The total Fees paid by the Customer to SwitchPoint under this Agreement in the 12 months immediately before the event giving rise to the claim.
Provider Covered Claims	Any third-party claim that the Product, as configured and provided by SwitchPoint and used by the Customer in accordance with this Agreement, infringes that third party's intellectual property rights.

Customer Covered Claims	Any third-party claim, government inquiry, or penalty arising from (a) Customer Content; (b) the Customer's calls, text messages, emails or other communications sent through or in connection with the Product, including any claim under the TCPA, the Florida Telephone Solicitation Act, CAN-SPAM, or any call-recording or consent law; (c) the Customer's failure to obtain or keep the consents required by the Messaging and Calls Compliance Addendum; or (d) the Customer's own products, services, and commitments to its customers as communicated through the Product.
Platform Provider	HighLevel Inc. (GoHighLevel / LeadConnector), whose platform hosts the Customer's sub-account and carries its calls, texts and emails. The Customer's use of the sub-account is also subject to the Platform Provider's published acceptable-use terms.
Notice Addresses	For SwitchPoint: the notice email in Section A. For the Customer: the notice email in Section A, or the email used at checkout.
Logo Rights	SwitchPoint may name the Customer as a customer and show its logo in marketing unless the Customer asks in writing that it not do so.
Changes to the Standard Terms	SwitchPoint may post a new version of the Standard Terms, Addenda or Capability Schedule. A new version applies to the Customer from the first renewal date that falls at least 30 days after SwitchPoint emails notice of the change. The Customer may cancel before that date if it does not accept the new version. A change that materially reduces the Capabilities of the Customer's plan does not apply to the Customer until 12 months after the Order Date.

D. Acceptance

By checking the acceptance box at checkout, paying the first Fee after being presented with this Agreement, or signing below, the person acting for the Customer confirms that they are authorized to bind the Customer and that the Customer agrees to this Agreement, including the documents incorporated in Section C.

SwitchPoint Agency LLC	**Customer**
_____	_____
Signature	Signature
_____	_____
Name and title	Name and title
_____	_____
Date	Date

Record of online acceptance: the payment processor's checkout session stores the acceptance of these terms, the Customer's email, the plan and Fee, and the time of acceptance. SwitchPoint stores that record, with the version numbers of the documents accepted, on the Customer's account.