

## People First HR Services HR On Call Subscription Terms of Service

By clicking submit, you authorize People First HR Services to charge your credit card for your subscription as identified in the registration form.

People First HR Services will provide guidance and information related to human resource issues and concerns in your organization with email and phone support Monday to Friday, 9:00 am to 6:00 pm EST.

HR On Call inquiries will receive a response within one business day. Ultimate resolution for clients may require additional time and/or contact with and information from clients. HR On Call including templates does not replace legal advice or legal guidance.

HR On Call includes access to a library of over 100 HR templates. Up to 10 templates can be requested per month as part of the service. Templates are provided on an “as is” basis. Prior to usage, you may wish to edit the templates in a way that best suits your organization and situations. All templates remain the intellectual property of People First HR Services, who grants the client rights to use the templates for reasonable business purposes. Usage by multi-entity clients or associations is restricted to the entities agreed upon with People First HR Services. The client is not allowed to sell the templates for any financial gain.

Fees are \$175 per month. All rates are subject to applicable taxes and a 4% administration fee that covers miscellaneous back office and processing expenses. Billing is based on calendar months. Clients can pay monthly or annually. A single payment will be charged to the provided credit card on the 28th day of the month commencing paid subscription.

People First HR Services reserves the right to adjust pricing or cancel service, should individual client usage exceed three times the average client usage for two consecutive months. People First HR Services reserves the right to cancel the services effective immediately in cases of abuse, inappropriate behaviour, non-payment, and other reasons it deems appropriate. Should People First HR Services cancel the subscription service, clients with a prepaid annual subscription will receive a refund for the prorated amount remaining in the annual subscription. All monthly payments are nonrefundable. Clients must terminate the agreement by giving notice by the 15th of the preceding month to stop receiving services in the following month by emailing [hroncall@peoplefirsthr.com](mailto:hroncall@peoplefirsthr.com).