

## People First HR Services

### HR OnCall Subscription Term 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 advice and information related to Human Resource issues and concerns in your business via email and phone support from 8am to 5pm central time. Emergency service beyond these hours can be accessed via phone. Emergency situations are defined as: Situations posing as an immediate threat to safety of any individual and/or a legitimate, immediate threat to the business or organization.

Service requests after-hours that do not meet the emergency criteria will incur a charge of \$30+ applicable taxes per call.

HR On-Call inquiries received within established service hours will receive a response within 2 hours. Ultimate resolution for clients may require additional time and/or contact with and information from clients.

Subscription Rates are reviewed February 1st each year. All rates subject to applicable taxes and a 4% administration fee. Fees are \$1,200 annually or discounted for partner group members to \$720 annually. A single payment will be charged to the provided credit card on the 28<sup>th</sup> day of the month commencing paid subscription. Annual subscriptions will receive a renewal notice 60 days prior to the end of the subscription period.

People First reserves the right to adjust pricing or cancel service, should individual client usage exceed three times the average client usage for two consecutive months. Should People First HR Services cancel the subscription service; clients with a pre-paid annual subscription will receive a refund for the pro-rated amount remaining in the annual subscription.