BPO Services Agreement

This agreement is made between the Service Provider and the Client named below and takes effect on the date of the last signature.

Service Provider

LEGAL NAME

EMAIL

PHONE

GSTIN

ADDRESS

Client

LEGAL NAME

EMAIL

PHONE

ADDRESS

Scope of work

The Service Provider will run the business process below for the Client from its own premises, using trained staff.

PROCESS DESCRIPTION

AGENTS (FTE)

PRICING

RATE (₹)

KEY KPIS (AHT, CSAT, ACCURACY)

Fees and payment

ESTIMATED MONTHLY BILLING (₹)

BILLING

YEARLY INCREASE (%)

Payment method

- ○ UPI
- ○ Bank transfer
- ○ Auto-debit (NACH)
- ○ Cheque

Invoices are payable within 15 days. Late payments may attract interest at 1.5% per month, and the provider may pause services after 30 days of non-payment with notice.

Specific terms

- Data security. The Service Provider handles customer data only for this process, with access controls, and follows the DPDP Act, 2023 as the Client's data processor.
- Audit. The Client may audit the process and security with 7 days' notice.
- Call recording. Calls are recorded only with the disclosures the Client approves.
- TRAI rules. Outbound calling follows the TRAI commercial communication rules and DND preferences.

Standard terms

- Independent contractor. The Service Provider is an independent contractor, not an employee, and is responsible for its own staff, taxes and statutory dues.
- Ownership. Once the Client has paid in full, the Client owns the final deliverables. The Service Provider keeps its pre-existing tools, templates and know-how, and may show the work in a portfolio unless the Client objects in writing.
- Confidentiality. Each party keeps the other's non-public information confidential during this agreement and for two years after it ends.
- Liability. Except for fraud, wilful misconduct or breach of confidentiality, each party's total liability is limited to the fees paid in the three months before the claim.
- Termination. Either party may end this agreement by written notice of the period chosen below, or at once if the other party commits a serious breach and does not fix it within 7 days. The Client pays for work done up to the end date.
- Taxes. Fees exclude GST, which is added to invoices where applicable.

Notice period to terminate

◯ 30 days ◯ 60 days ◯ 90 days

Initials

General terms

- Governing law. This document is governed by the laws of India.
- Entire agreement. This document is the whole agreement between the parties on its subject and replaces earlier discussions.
- Amendments. Changes are valid only in writing signed by both parties.
- Severability. If a clause is unenforceable, the rest of the document still applies.
- Notices. Notices may be sent to the email addresses given above and take effect on delivery.
- Electronic signatures. The parties agree to sign electronically; electronic signatures and records are valid under the Information Technology Act, 2000.

Service Provider

SIGNATURE

PRINTED NAME DATE

Client

SIGNATURE

PRINTED NAME DATE