



Insightlink Norms Service Agreement

This Service Agreement (the "Agreement") is dated as of _____, by and between Insightlink Communications, Inc., ("Insightlink") and _____ ("Client") (collectively the "Parties").

1. SERVICES: Please check the boxes for the services/products needed –

National Benchmarking data with percentage results for over 250 questions, provided in Excel format

- United States** **\$700**
- Canada** **\$700**
- Both purchased at same time** **\$1,000**

Industry Benchmark data for over 250 questions, provided in Excel.

- First Industry/Country** (check below) **\$700**
- Additional Data Discount: # _____ at \$300 each** **\$ _____**
number
- Insightlink 4Cs Employee Survey Action Planning Workbook and Form Fillable Worksheets (unlimited internal use of both)** **\$300**

DELIVERABLE PREFERENCES (check one per row) **TOTAL** **\$ _____**
\$1,000 minimum

- FORMAT: **Excel Worksheet (default)** **PDF**
 CONTENT: : **Full Distribution (default)** **Top 2 Box Only**

Industry Norms: check the boxes for industry norms and country desired:

- | <u>U.S.</u> | <u>Canada</u> | <u>Industry</u> | <u>U.S.</u> | <u>Canada</u> | <u>Industry</u> |
|--------------------------|--------------------------|---|--------------------------|--------------------------|---------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Accounting/Auditing/Payroll/Tax | <input type="checkbox"/> | <input type="checkbox"/> | Healthcare/Medical (non practitioner) |
| <input type="checkbox"/> | <input type="checkbox"/> | Administrative or Support Services | <input type="checkbox"/> | <input type="checkbox"/> | Hospitality/Tourism |
| <input type="checkbox"/> | <input type="checkbox"/> | Advertising/Marketing/Public Relations | <input type="checkbox"/> | <input type="checkbox"/> | Information Technology |
| <input type="checkbox"/> | <input type="checkbox"/> | Agriculture/Forestry/Fishing | <input type="checkbox"/> | <input type="checkbox"/> | Installation/Maintenance/Repair |
| <input type="checkbox"/> | <input type="checkbox"/> | Architectural Services | <input type="checkbox"/> | <input type="checkbox"/> | Insurance |
| <input type="checkbox"/> | <input type="checkbox"/> | Arts/Entertainment/Media | <input type="checkbox"/> | <input type="checkbox"/> | Internet/E-commerce |
| <input type="checkbox"/> | <input type="checkbox"/> | Automotive (Dealers/Manufacturers/Parts) | <input type="checkbox"/> | <input type="checkbox"/> | Law Enforcement or Security |
| <input type="checkbox"/> | <input type="checkbox"/> | Banking | <input type="checkbox"/> | <input type="checkbox"/> | Legal Services |
| <input type="checkbox"/> | <input type="checkbox"/> | Biotechnology or Pharmaceutical | <input type="checkbox"/> | <input type="checkbox"/> | Machinery/Equipment |
| <input type="checkbox"/> | <input type="checkbox"/> | Community/Social Services/Non-profit | <input type="checkbox"/> | <input type="checkbox"/> | Manufacturing |
| <input type="checkbox"/> | <input type="checkbox"/> | Computer Software | <input type="checkbox"/> | <input type="checkbox"/> | Marketing Research |
| <input type="checkbox"/> | <input type="checkbox"/> | Computer/Electronic Equipment | <input type="checkbox"/> | <input type="checkbox"/> | Military |
| <input type="checkbox"/> | <input type="checkbox"/> | Construction/Contracting | <input type="checkbox"/> | <input type="checkbox"/> | Personal Care or Service |
| <input type="checkbox"/> | <input type="checkbox"/> | Consulting Services | <input type="checkbox"/> | <input type="checkbox"/> | Publishing/Printing |
| <input type="checkbox"/> | <input type="checkbox"/> | Consumer Products | <input type="checkbox"/> | <input type="checkbox"/> | Real Estate |
| <input type="checkbox"/> | <input type="checkbox"/> | Credit Unions | <input type="checkbox"/> | <input type="checkbox"/> | Restaurant or Food Service |
| <input type="checkbox"/> | <input type="checkbox"/> | Customer Service or Call Center | <input type="checkbox"/> | <input type="checkbox"/> | Retail |
| <input type="checkbox"/> | <input type="checkbox"/> | Education (Elementary & Secondary school) | <input type="checkbox"/> | <input type="checkbox"/> | Sales |
| <input type="checkbox"/> | <input type="checkbox"/> | Education (Postsecondary) | <input type="checkbox"/> | <input type="checkbox"/> | Science |
| <input type="checkbox"/> | <input type="checkbox"/> | Employment Agencies | <input type="checkbox"/> | <input type="checkbox"/> | Sports or Recreation |
| <input type="checkbox"/> | <input type="checkbox"/> | Engineering | <input type="checkbox"/> | <input type="checkbox"/> | Telecommunications |
| <input type="checkbox"/> | <input type="checkbox"/> | Financial Service (other than Banking) | <input type="checkbox"/> | <input type="checkbox"/> | Transportation |
| <input type="checkbox"/> | <input type="checkbox"/> | Government (Federal) | <input type="checkbox"/> | <input type="checkbox"/> | Travel |
| <input type="checkbox"/> | <input type="checkbox"/> | Government (Local) | <input type="checkbox"/> | <input type="checkbox"/> | Trucking or Warehousing |
| <input type="checkbox"/> | <input type="checkbox"/> | Government (State) | <input type="checkbox"/> | <input type="checkbox"/> | Utilities |
| <input type="checkbox"/> | <input type="checkbox"/> | Healthcare Practitioner or Technician | <input type="checkbox"/> | <input type="checkbox"/> | Wholesale/Trade |

2. FEES AND PAYMENT:

The fees shall be paid in the following manner:

- An invoice will be sent upon providing deliverables, due upon receipt or payable by major credit card (Insightlink accepts MasterCard, Visa and American Express)
- The costs for anything beyond what is listed above will be invoiced upon delivery

3. GENERAL PROVISIONS:

- A. Insightlink warrants and represents that it has the full power and right to enter into this Agreement and that there are no outstanding agreements, assignments, licenses, encumbrances or rights in other parties, private or public, inconsistent with the provisions of this Agreement.
- B. To the extent required by law all work shall be performed by individuals duly licensed and authorized by law to perform the work.
- C. Insightlink will work principally in its own place of business, which it represents and warrants to be protected by a security system that will maintain the confidentiality and prevent the loss of records and information that Insightlink obtains or develops under this Agreement.
- D. Insightlink is an independent contractor and not an employee of Client.
- E. Any changes to this document must be agreed to and signed by both Insightlink and Client.

The terms and provisions contained in this Agreement constitute the entire agreement between the Parties hereto and supersede all prior communications or understandings with respect to the subject matter. No agreement or understanding varying or extending this Agreement will be binding, unless in a writing in which this Agreement is specifically referenced and signed by duly authorized officers or representatives of Client and Insightlink.

Signature

Date

Name (please print)

Title

Billing Information:

Organization's Name

Attention: Name/Department

Mailing Address:

Email

Phone

BILLING PREFERENCES (check any below): **Pay with credit card** via fax Mail **Check**

Postal mail **Email Billing** Contact **Email other** _____

INTERNAL REFERENCE OR PO: _____

Additional notes: