

ARMASOURCING · MANAGED SERVICES AGREEMENT

# Managed Contact Center Services Agreement

EXECUTION COPY

**Provider:** Armasourcing · Elijhon Paul Gutilban, Founder & CEO

**Client:** Good Greek Moving & Storage, LLC · Attn: Anthony Johnson, Chief of Staff

**Date issued:** June 3, 2026

This Managed Contact Center Services Agreement (the "**Agreement**") is entered into by and between:

**Provider:** Armasourcing, with principal place of business at Tower 5, Trees Residences, Quezon City, 1121 Metro Manila, Philippines, represented by Elijhon Paul "Eli" Gutilban, Founder & CEO ("**Armasourcing**" or the "**Provider**").

**Client:** Good Greek Moving & Storage, LLC, a Florida limited liability company, with principal place of business at 50 S Old Dixie Hwy, Jupiter, FL 33458, USA, represented by Anthony Johnson, Chief of Staff, Good Greek Franchises ("**Good Greek**" or the "**Client**").

Each a "**Party**" and together the "**Parties**."

## 1. Effective Date and Commencement

### 1.1 Effective Date.

This Agreement is effective on the date of the last signature below (the "**Effective Date**").

### 1.2 Commencement Date.

The contract term, recruitment, and all timelines begin on the date the Provider receives and clears the Initiating Deposit defined in Section 5.2 (the "**Commencement Date**"). No work commences before the Initiating Deposit is received and cleared.

## 2. Services and Team Structure

### 2.1 Dedicated Team.

The Provider will recruit, train, and manage a dedicated team for the Client consisting of:

- **Ten (10) dedicated Customer Support Representatives (CSRs)**, English-fluent (CEFR B2 or higher), BPO-trained and pre-screened.
- **One (1) dedicated Team Lead.** The Team Lead role is filled by the Trainer described in Section 2.2.
- **One (1) dedicated Trainer** for the onboarding bootcamp.
- **QA Manager**, overseeing call review, compliance, and coaching.

### 2.2 Trainer to Team Lead Transition.

The dedicated Trainer leads the full onboarding and training program (Section 4). Upon go-live, the Trainer transitions into the dedicated Team Lead role and serves in that capacity for an initial period of three (3) to six (6) months, providing ongoing coaching, live-queue monitoring, escalation handling, and morning huddles. Continuation or replacement of the Team Lead after this period is at the Provider's discretion to maintain service quality, at no additional cost to the Client.

### 2.3 Dedication.

All team members are dedicated to the Client and do not service other Provider clients during their assigned shifts.

## 3. Coverage and Operations

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### 3.1 Coverage.

The team provides **24/7 scheduling coverage** through shift rotation across the Philippines timezone, with peak overlap aligned to US Eastern business hours.

### 3.2 Shift Management.

The Team Lead runs daily morning huddles, monitors live queues, and handles escalations.

### 3.3 Attendance Commitment.

The Provider commits to 99% shift attendance across the team. If a shift goes uncovered due to a Provider scheduling error, that shift is credited back pro-rata on the Client's next invoice.

### 3.4 Change Management and Notice of Material Changes.

The Client will not abruptly change the scripts, call flows, pricing logic, escalation tree, processes, performance requirements, target metrics, tools, or other operational requirements applicable to the team. Any such material change requires both (a) at least **ten (10) business days' (approximately two weeks') prior written notice** to the Provider, and (b) a good-faith **formal discussion** between the Parties on the change's impact on training, staffing, timelines, and the performance standards in Section 7, before the change takes effect. The Parties acknowledge that abrupt or unannounced changes undermine training quality and performance; where the Client implements a material change without the notice and discussion required above, the affected performance standards (Section 7) and any related go-live or deliverable timelines are equitably adjusted, and the Provider is not in breach to the extent any shortfall or delay results from that change. Routine day-to-day operational guidance that does not materially alter the team's workflows or performance standards is not a material change under this Section.

## 4. Training and Nesting

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### 4.1 Training Needs Analysis (TNA).

Before recruitment closes, the Provider conducts an approximately three (3) day Training Needs Analysis with the Client's team to capture the Client's scripts, pricing nuances, escalation tree, and Smart Moving workflow, so training is tailored to Good Greek rather than generic. The Client will make available, for approximately three (3) hours, the appropriate point of contact and whoever operationally owns the Smart Moving CRM.

### 4.2 Program.

A structured onboarding program delivered in three (3) phases (40 days total) prior to steady state:

- **Phase 1 — Foundations (8 days):** Foundational skills training, soft skills, and communications.
- **Phase 2 — Product-Specific Training (22 days):** Good Greek product knowledge, policies, tools, and systems integration (including Smart Moving CRM), with script mastery, objection handling, and graded mock calls.
- **Phase 3 — Supervised Nesting (10 days):** Live calls under close supervision, where real quality issues surface and are coached out before steady state.

### 4.3 Graduation Threshold.

No agent is deployed to live calls without scoring 85% or higher on the final mock call.

#### 4.4 Non-Passers.

Any agent who does not pass is re-trained or replaced before go-live at no additional cost to the Client.

#### 4.5 Provider Cost.

The three-phase training and nesting program (40 days total), including the TNA, is conducted at the Provider's expense. It does not change the Monthly Fee.

## 5. Fees and Payment Terms

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### 5.1 Monthly Fee.

Fourteen thousand US dollars (**US \$14,000.00**) per month, equal to US \$1,400.00 per agent per month. The Monthly Fee covers the dedicated team, management, training, Claude AI tooling, Hubstaff, the live dashboard, and the private communication channel. There are no setup fees, training fees, or Provider tool fees. The Monthly Fee is **NOT all-inclusive**: it excludes the telephone and telecom infrastructure described in Section 5.10.

### 5.2 Initiating Deposit (50%).

Upon signing, the Client pays a deposit of fifty percent (50%) of the first month, equal to **seven thousand US dollars (US \$7,000.00)**. This deposit initiates recruitment and is credited in full toward the Month 1 fee. The Commencement Date is the date this deposit is received and cleared (Section 1.2).

### 5.3 Balance of Month 1.

The remaining **seven thousand US dollars (US \$7,000.00)** of the Month 1 fee is due on Day 1 of training.

### 5.4 Recurring Billing.

Beginning Month 2, the full Monthly Fee of US \$14,000.00 is invoiced and due on the same calendar date each month, anchored to the Commencement Date.

### 5.5 Prepay Option (Optional).

The Client may elect a three (3) month prepayment of forty thousand five hundred US dollars (US \$40,500.00) in lieu of three monthly invoices, a saving of US \$1,500.00 against the standard US \$42,000.00 and locking an effective rate of US \$1,350.00 per agent per month. Election must be made in writing before the applicable billing date.

### 5.6 Rate Lock.

The Monthly Fee and per-agent rate are fixed for the full Initial Term (Section 9) with no increases.

### 5.7 Payment Methods.

All payments are made in US dollars (USD) via Wise. The Provider will provide US banking details for payment.

### 5.8 Late Payment.

A grace period of seven (7) days applies to any past-due invoice. If an invoice remains unpaid after the grace period, a one-time late charge of ten percent (10%) of the overdue amount is applied, and the Provider may, after written notice, suspend services until the balance and late charge are cleared.

### 5.9 Scope Changes.

Any change in scope (including team size or coverage) is quoted in writing and approved by both Parties before it affects billing.

### 5.10 Client-Provided Infrastructure, Tools, and Seats.

The following are the Client's sole responsibility and cost, and are **NOT included** in the Monthly Fee:

- **(a) Telephone and telecom infrastructure**, including the dialer or softphone platform, VoIP or phone lines, call routing, telephone numbers, and any per-minute or per-seat telephony charges.
- **(b) CRM and third-party software access and seats**, including the Client's CRM (for example Smart Moving), per-seat licenses, logins, and any subscription or usage fees for Client-owned or Client-required platforms.

If the Client does not already have suitable infrastructure or seats in place, the Client procures them at the Client's sole cost.

#### **5.11 What the Provider Provides.**

Included in the Monthly Fee, the Provider supplies its own management, training, time and activity tracking for reporting, QA monitoring, and call listening (via the tools in Section 6). The Provider does not supply Client CRM seats or Client telephony.

#### **5.12 Optional Infrastructure Setup Assistance.**

At the Client's request, the Provider can assist in setting up RingCentral or the Client's own telephone or systems infrastructure. This assistance is a separate, additional-cost service, scoped and quoted in writing for the Client's written approval before any work begins or charge is incurred. It is not included in the Monthly Fee.

## **6. Tools and Technology (Included)**

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### **6.1 Claude AI Tooling.**

Real-time call transcription, sentiment scoring, 100% call QA coverage, and knowledge-base answers.

### **6.2 Hubstaff Time Tracking**

with Client view access, including: keyboard and mouse activity sampling every 10 minutes; three random screenshots per hour (work applications only); project time allocation visibility; idle-time alerts (over 10 minutes triggers a Team Lead review); and an auto-generated weekly productivity report. Agents are expected to maintain 90% or higher productive hours; shortfalls due to Provider causes are credited back pro-rata.

### **6.3 Live Dashboard.**

24/7 performance dashboard available at [dashboard.arnasourcing.com/good-greek](https://dashboard.arnasourcing.com/good-greek).

### **6.4 Private Communication Channel.**

A dedicated workspace for Spero, Eli, the Team Lead, and the team, with no external licensing cost to the Client.

## **7. Quality Assurance and Performance**

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### **7.1 QA Process.**

A minimum of five (5) calls per agent reviewed weekly against a 10-point rubric, supported by Claude AI review of 100% of calls for sentiment, script adherence, compliance, brand voice, and pricing accuracy.

### **7.2 Coaching.**

Automated coaching plans are triggered for any agent scoring below 85% on QA. A Performance Improvement Plan (PIP) applies to sustained underperformance; an agent showing no improvement after 90 days on a PIP is replaced (Section 8).

### **7.3 KPIs.**

Average Handle Time (AHT), Customer Satisfaction (CSAT), booking conversion, and QA score are tracked and reported.

#### **7.4 Monthly Calibration.**

A monthly calibration sync aligns standards between the Parties.

### **8. Replacement and Service Continuity**

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#### **8.1 Replacement SLA.**

For any resignation, termination, or sustained underperformance, the Provider supplies a trained replacement within five (5) business days, at no additional cost, drawn from a pre-trained backup bench.

#### **8.2 No Service Gaps.**

Replacements deploy at zero additional cost to the Client.

### **9. Term and Termination**

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#### **9.1 Initial Term.**

Six (6) months from the Commencement Date (the "**Initial Term**").

#### **9.2 Renewal.**

After the Initial Term, this Agreement continues month-to-month unless either Party gives thirty (30) days written notice of non-renewal.

#### **9.3 Termination for Cause.**

Either Party may terminate for material breach not cured within fifteen (15) days of written notice.

#### **9.4 Effect of Termination.**

Upon termination, the Client pays for services rendered through the termination date. CRM and system access for all team members is revoked within one (1) hour of any team change or termination (Section 10.3).

#### **9.5 Early Termination by the Client.**

The Client may terminate this Agreement for convenience before the end of the Initial Term by giving thirty (30) days written notice and paying an Early Termination Fee. The Early Termination Fee is equal to fifty percent (50%) of the Monthly Fees remaining for the unexpired balance of the Initial Term, plus any telephony or pass-through costs already committed on the Client's behalf. The Initiating Deposit and any prepaid amounts are non-refundable upon early termination for convenience. This Section does not apply where the Client terminates for the Provider's uncured material breach under Section 9.3.

### **10. Confidentiality, Data Security, and NDA**

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#### **10.1 Mutual Confidentiality.**

Each Party protects the other's confidential information and uses it only to perform this Agreement.

#### **10.2 Agent NDAs.**

Every team member signs a strict non-disclosure agreement before accessing Client systems or data.

#### **10.3 Access Controls.**

All devices use encrypted connections. CRM and system access is revoked within one (1) hour of any team change.

#### **10.4 Security Practices.**

The Provider maintains reasonable administrative, technical, and physical safeguards appropriate to the nature of the data handled, including encrypted connections, access controls, signed NDAs, and prompt access revocation under Section 10.3.

### 10.5 Data Ownership.

All Client data, customer records, call recordings, and materials remain the sole property of the Client.

## 11. Onboarding Timeline

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- **Day 0:** Agreement signed, 50% Initiating Deposit (Tranche 1) cleared, script handoff, Smart Moving access provisioned. (Commencement Date.)
- **Week following signing:** Approximately 3-day Training Needs Analysis (TNA) with the Client's team (Section 4.1).
- **Recruitment (1 to 2 weeks):** Final 10 agents confirmed from shortlist; pre-hire audio and mock-call recordings sent for Client approval.
- **Phase 1 — Foundations (8 days):** Foundational skills, soft skills, and communications training.
- **Phase 2 — Product-Specific Training (22 days):** Product knowledge, policies, tools, and systems integration; script mastery and graded mock calls.
- **Phase 3 — Supervised Nesting (10 days):** Team begins handling live calls under close supervision; go-live to steady state at the end of nesting.
- **30 days after go-live:** First monthly performance review.

All dates above are measured from the Commencement Date (receipt and clearance of Tranche 1) and are targets that may shift modestly with recruitment and the TNA outcome.

## 12. Guarantees

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### 12.1 30-Day Satisfaction Guarantee.

Within the first thirty (30) days of go-live, the Provider replaces any underperforming agent at no cost. If four (4) or more of the ten (10) agents fail in this period, the Client receives a fifty percent (50%) refund on the Month 1 fee.

### 12.2 No Hidden Fees.

No setup fee, no training fee, no tool fees, and no annual increase during the Initial Term. Any scope change is quoted in writing before it affects billing.

### 12.3 Training Quality.

Non-passers are re-trained or replaced at the Provider's cost.

### 12.4 Direct Founder Access.

Eli Gutilban is personally accountable and reachable by phone, WhatsApp, and email for escalations.

## 13. General Provisions

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### 13.1 Independent Contractor.

The Provider is an independent contractor. Nothing here creates an employment, partnership, or joint-venture relationship. Team members are personnel of the Provider, not the Client.

### 13.2 Non-Solicitation and Buy-Out.

During the Term and for twelve (12) months after termination, the Client will not directly or indirectly solicit, hire, or engage (whether as an employee, contractor, or through a third party) any Provider team member assigned to the Client, without the Provider's prior written consent. If the Client wishes to hire a team member directly, the Client may do so only by paying the Provider a buy-out fee equal to **US \$16,800 per team member** (twelve (12) times the monthly seat fee of US \$1,400.00). The buy-out fee is due before the team member begins working for the Client.

### 13.3 Limitation of Liability.

Except for breaches of confidentiality or data security (Section 10), the non-solicitation and buy-out obligation (Section 13.2), and either Party's indemnification obligations, each Party's aggregate liability under this Agreement is limited to the total fees paid by the Client in the three (3) months preceding the event giving rise to the claim. Neither Party is liable for indirect, incidental, special, or consequential damages, including lost profits.

### 13.4 Indemnification.

Each Party will indemnify and hold the other harmless from third-party claims, damages, and reasonable costs arising from (a) its own gross negligence or willful misconduct, (b) its breach of confidentiality or data-security obligations, or (c) its violation of applicable law. The Provider indemnifies the Client against claims arising from the Provider's personnel; the Client indemnifies the Provider against claims arising from the Client's scripts, data, products, and instructions.

### 13.5 Force Majeure.

Neither Party is liable for delays caused by events beyond reasonable control.

### 13.6 Governing Law and Dispute Resolution.

This Agreement is governed by the laws of the **State of Florida, USA**, without regard to conflict-of-laws principles.

**(a) Arbitration.** Any dispute, claim, or controversy arising out of or relating to this Agreement that is not resolved through good-faith negotiation within thirty (30) days will be finally settled by binding arbitration administered under the rules of the **American Arbitration Association (AAA)**, by a single arbitrator. The seat of arbitration is **Palm Beach County, Florida**, and the proceedings are conducted in English. The arbitrator's award is final and may be entered in any court of competent jurisdiction. Each Party bears its own costs, and the arbitrator may allocate the costs of arbitration as part of the award.

**(b) Carve-Out.** Either Party may seek injunctive or equitable relief in court for breach of confidentiality, data security, intellectual property, or the non-solicitation and buy-out obligation (Section 13.2), without first proceeding to arbitration.

### 13.7 Entire Agreement.

This Agreement, together with the Armasourcing proposal dated April 15, 2026 (incorporated by reference where not in conflict; this Agreement controls in any conflict), is the entire agreement between the Parties and supersedes all prior discussions.

### 13.8 Amendments.

Any amendment must be in writing and signed by both Parties.

### 13.9 Counterparts and E-Signature.

This Agreement may be signed in counterparts and by electronic signature (DocuSign), each deemed an original.

## 14. Signatures

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**PROVIDER — ARMASOURCING**

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SIGNATURE		DATE	<b>June 3, 2026</b>
NAME	<b>Elijahon Paul Gutilban</b>	TITLE	<b>Founder &amp; CEO</b>

**CLIENT — GOOD GREEK MOVING & STORAGE, LLC**

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SIGNATURE	<small>DocuSigned by:</small>  <small>00635F4B7E92472...</small>	DATE	<b>6/3/2026</b>
NAME	<b>Anthony Johnson</b>	TITLE	<b>Chief of Staff, Good Greek Franchises</b>

**Appendix A — Candidate Shortlist (Pre-Screened)**

Five of the ten seats are filled from the following pre-screened candidates (video interviews and mock-call samples available upon signing); the remaining five are filled from the active bench of 650+ screened candidates:

1. Jannette Boncay — 15 yrs BPO, logistics dispatch, driver scheduling (Fit Score 94)
2. Diane T. Managbanag — 8+ yrs BPO, cold calling, CRM, US/AU remote (Fit Score 91)
3. Adrian Royce Camacho — 6.4 yrs Concentrix, trainer-certified, QA + training (Fit Score 89)
4. Jan Soyen Tuada — 4.4 yrs Virgin Media O2, inbound sales, KPI-driven (Fit Score 87)
5. Fernando J. Quintos Jr — 1 yr WFH intake specialist, DocuSign, CRM (Fit Score 85)