

Reseller Agreement

Cavora Systems (Casey Jackson, sole proprietor), Victoria, BC · casey@cavorasystems.com · 250-986-8243

Reseller business _____

Owner / signer _____

Email _____

Cell _____

Brand on the report _____

Start date _____

1. WHAT THIS IS

The Reseller sells Cavora's phone-handling services to its own customers under its own name and price. Cavora provisions, configures, tests, runs and supports each line. Cavora is the Reseller's supplier; the Reseller's customers are the Reseller's.

2. WHOLESALE PRICING (PER ACTIVE CUSTOMER LINE, PER MONTH)

Missed-Call Text-Back **\$79** · Capture Bundle (text-back + review requests) **\$130** · Reception (24/7 answering) **\$249**. Prices are in CAD for Canadian resellers and USD for US resellers. Estimate follow-up texts, lead response and the monthly report are included. No setup fees, no minimum number of lines. **Volume:** every tenth active line is free — with ten active lines the Reseller pays for nine, with twenty it pays for eighteen, and so on. **Fair use:** each line includes 1,000 outbound texts per month; texts beyond that are billed at \$0.03 each on the next invoice. Volume pricing is available from ten active lines. Cavora may change wholesale prices with 60 days' written notice; changes apply to new lines immediately and to existing lines at their next renewal after the notice period.

3. BILLING

The Reseller sets its own retail prices and bills its own customers. Cavora invoices the Reseller the first month for each new line at intake, and provisions the line (including any carrier registration) once that invoice is paid. The paid month begins on the day the line's texting is live, not the invoice date; thereafter Cavora invoices monthly in advance for every line active on the invoice date. Invoices are by card through Stripe, due on receipt. A Reseller's own seven-day test line is free; where carrier texting registration is required for it (US), it is filed alongside the Reseller's first paying customer's line and covered by that first invoice. Prices exclude applicable taxes. A line is active from the day it is live until the end of the month in which the Reseller cancels it.

4. ONBOARDING AND SUPPORT

The Reseller submits each new customer through Cavora's intake form (business name, owner's cell, business phone, carrier, package). Cavora has Canadian lines live within one business day; US lines go live once the carriers' texting registration (A2P 10DLC, handled and paid for by Cavora) is approved, typically one to seven business days. Cavora texts the owner the forwarding steps; onboarding and support are handled by email and text, not by phone. The Reseller may run one line for its own business free for seven days before its first paying customer. Technical issues reported during business hours are addressed by the end of that business day. Cavora handles all technical issues and provides support to the Reseller by email and text; the Reseller is the customer's first point of contact and may route technical questions to Cavora, who will respond under the Reseller's name where asked.

5. BRANDING

Customer-facing texts go out in the customer's own business name. The monthly report carries the Reseller's name and logo, with "Powered by Cavora" in the footer until the Reseller has five active lines, after which it is removed on request. The Reseller may not represent Cavora's services as its own software or claim capabilities Cavora has not confirmed in writing.

6. CANCELLATION AND LEAVING

Either party may end this agreement with 30 days' written notice (email is fine). The Reseller may cancel any individual line at any time; it stops at the end of that month with no further charge. If this agreement ends, active lines keep running for the Reseller's customers for up to 60 days while they are moved: the Reseller may ask Cavora to port each customer's number to them or to contract with the customer directly, at the customer's choice. Customer data (call logs, transcripts, numbers) belongs to the Reseller's customers and is handed over on request.

7. MESSAGING AND RECORDING CONSENT

The Reseller is responsible for having each customer's authorization for Cavora to text callers and customers in the customer's business name (responding to the customer's own contact, following up on requested quotes, requesting feedback after completed work — implied consent under CASL) and to record and transcribe answered calls. Cavora's client agreement covers this and may be used as the Reseller's own with its name substituted.

8. REASONABLE LIMITS

Cavora relies on third-party carriers. Cavora will keep the service running and fix problems promptly but cannot guarantee uninterrupted delivery of every call or text, and is not liable for lost business or indirect or consequential damages. Cavora's total liability under this agreement is limited to the wholesale fees paid in the preceding three months. Neither party solicits the other's staff or, for 12 months after this agreement ends, the other's customers introduced under it.

9. GENERAL

This is the whole agreement; changes in writing. Governed by the laws of British Columbia. If any part is unenforceable the rest stands.

Reseller signature · name · date

Cavora Systems · Casey Jackson · date

Keep one copy each. Questions any time: 250-986-8243.