A3-LGL-002 · OVERVIEW

MASTER SERVICE AGREEMENT

What your signed Master Service Agreement carries, how it takes priority over the General Terms, and where to find yours.



VERSION	EFFECTIVE	APPLIES TO	CURRENT VERSION
2026.10	October 28, 2026	All Activity3 clients	legal.activity3.llc/master-service-agreement

AT A GLANCE

Your Master Service Agreement (MSA) is the signed contract that carries everything your organization and Activity3 negotiated specifically for you at your last services renewal. It sits on top of our General Terms and Conditions and overrides them only where it says so expressly. Because every MSA is different, client MSAs are not published here.

Looking for your MSA? It is the signed contract your account team provided at your most recent services renewal meeting. Check the email from that meeting and your organization's contract files. If you cannot find it, contact your account team and we will send you a copy.

CONTENTS

1 What a Master Service Agreement Is
2 How the MSA Fits With Our Other Documents
3 What an MSA Can and Cannot Change
4 Finding Your Signed MSA
5 Renewals and Changes
6 Your MSA Record

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SECTION 1 WP 01 · 3,745 FT

WHAT A MASTER SERVICE AGREEMENT IS

1.1 **Purpose.** The General Terms and Conditions are the same for every client. The MSA is where the differences live: the commitments, pricing and special conditions your organization and Activity3 agreed to at the table. It is built at onboarding and reviewed and re-signed at each services renewal between your team and our account team.

1.2 **What it typically records.** Each MSA is specific to the client, but most cover:

Area	What the MSA sets out
Term and renewal	The contract term, start date, renewal date and any locked pricing for the term.
Covered environment	The users, devices, locations and systems in scope, and how counts are trued up.
Service tier	The managed services included in your monthly fee and any add-on services.
Service levels	Response targets, support hours for your market, and escalation contacts.
Resource locations	The people and providers who work on your account, whether each is U.S.-based or out of country, and any U.S.-only requirement (General Terms, Section 9).
Commercial terms	Negotiated rates, billing arrangements, service zones and payment terms.
Negotiated legal terms	Any section of the General Terms and Conditions that is replaced or modified for you, identified by section number.
Special conditions	Compliance commitments, insurance requirements, data-handling rules, business associate agreements and similar items that apply to your organization.

SECTION 2 WP 02 · 5,095 FT

HOW THE MSA FITS WITH OUR OTHER DOCUMENTS

2.1 **Order of precedence.** Your agreement with Activity3 is made up of four kinds of documents. When they conflict, they control in this order:

1 **Client-Owned Third-Party Services Terms**
Always applies as written. No MSA changes it.

2 **Your signed Master Service Agreement**
Controls over the General Terms, but only for what it expressly negotiates.

3 **Signed Orders**
Quotes, proposals, schedules and statements of work — control the scope and price of the work they describe.

4 **General Terms and Conditions**
The baseline. Applies to everything above that is silent.

2.2 **Silence means the General Terms apply.** If your MSA does not address a topic, the General Terms and Conditions govern it.

SECTION 3 WP 03 · 6,445 FT

WHAT AN MSA CAN AND CANNOT CHANGE

AN MSA CAN

- Set your contract term, renewal date and locked pricing.
- Define your service tier, scope, service levels and support hours.
- Replace or modify a specific section of the General Terms and Conditions, when it names that section.
- Add special conditions your organization requires.

AN MSA CANNOT

- Change the Client-Owned Third-Party Services Terms. A service moves to Activity3 only when Activity3 provides or pays for it under a signed Order.
- Be changed by email, ticket notes, verbal commitments or your purchase-order terms.
- Take effect unless signed by an authorized signer for your organization and an owner or authorized officer of Activity3, LLC.

SECTION 4 WP 04 · 7,800 FT

FINDING YOUR SIGNED MSA

4.1 **Where it is.** Your current MSA is the signed contract your account team provided at your most recent services renewal meeting. Look in the email from that meeting and in your organization's contract files. If more than one version turns up, the most recently signed one is in effect.

4.2 **Can't find it?** Contact your account team. We will confirm which version is in effect and send you a copy.

Contact	Role	Reach
Jeff Blick	Director of Sales	jeff@activity3.com
Chris Sobon	Account Management, Mid-Atlantic	csobon@activity3.com
Operations	Contract copies, renewals and billing	operations@activity3.com
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Erdenheim, PA	Mid-Atlantic office	+1 (215) 267-1155

4.3 **No MSA on file?** Some clients work under the General Terms and Conditions and signed Orders alone, on a month-to-month basis. If you have never signed an MSA, that is how your services are governed, and your account team can put one in place at your next renewal.

SECTION 5 WP 05 · 9,150 FT

RENEWALS AND CHANGES

5.1 **Renewal meetings.** Your account team meets with your team ahead of each renewal to review your environment, service levels and pricing. Changes agreed in that meeting are written into a new or amended MSA and take effect when both parties sign.

5.2 **Between renewals.** To add users, devices, locations or services between renewals, ask your account team for an Order. A signed Order updates your scope without reopening the MSA.

SECTION 6 WP 06 · 10,500 FT

YOUR MSA RECORD

Fill this in from your signed MSA and keep this page with your contract files.

Client organization	
MSA date signed	
Contract term and renewal date	
Activity3 account manager	
General Terms sections modified	
Where the signed copy is kept	

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