

## ON-HOLD MESSAGING SUBSCRIPTION & LICENSING AGREEMENT

*This agreement moves your on-hold messaging service directly to Killerspots, Inc. By signing below, an authorized administrator licenses the custom on-hold audio (professional voice and music) that plays on your company phone system, and acknowledges the following terms.*

### 1. WHAT THIS COVERS.

This is a monthly licensing subscription. Killerspots, Inc. produces and licenses your custom on-hold messaging, including professionally recorded voice talent, fully cleared background music, and any auto-attendant or phone-prompt voices, for playback on your existing company phone system. You are not purchasing any equipment, hardware, or unit under this agreement.

### 2. OWNERSHIP AND COPYRIGHT.

You do not own the voice recordings, music, or written scripts. All voices, music, and copy remain the exclusive property of Killerspots, Inc. and its licensors, and are provided to you under license only for as long as this agreement is active and your account is paid current, in accordance with federal copyright law.

### 3. TERM (MONTH TO MONTH).

This is a month-to-month agreement. It begins on the effective date below and continues until cancelled by either party under Section 6. There is no fixed term and no equipment to return.

### 4. BILLING.

Your subscription is billed monthly and is due on the 1st of each month. Payment is charged automatically to the credit card or bank account (ACH) you authorize on file, at the monthly rate recorded in the signature panel below.

### 5. COMPLIMENTARY ANNUAL REFRESH.

For every 12 months your subscription stays active, you may receive one updated custom on-hold greeting or message at no additional charge. This keeps your hours, promotions, and messaging current year after year.

### 6. CANCELLATION (30-DAY NOTICE).

Either party may cancel with at least 30 days written notice sent to [onhold@killerspots.com](mailto:onhold@killerspots.com). Your subscription remains active and billable through the end of that 30-day notice period.

### 7. DELETION ON CANCELLATION.

Upon cancellation, at the end of your paid notice period, ALL custom greetings, auto-attendant voices, and licensed music produced by Killerspots must be permanently removed and deleted from your phone system and any related storage. Continued playback after cancellation is unlicensed and subject to penalties and fees under federal copyright law.

### 8. LATE AND PAST-DUE ACCOUNTS.

If payment is not received by the due date, new or in-progress production may be held until the balance is current, and a 5% late fee may be added to the balance for each month it remains past due.

### 9. COLLECTION COSTS.

The subscriber is responsible for any costs of collecting an outstanding balance, including court costs, attorney fees, and collection agency fees.

### 10. NO DUPLICATION OR REUSE.

The messaging and its content (voice, music, written copy, and other intellectual property) may not be copied, duplicated, re-recorded, shared, or reused in any way, for any purpose, outside this license. The license is non-transferable and may not be assigned to another business or location without written consent from Killerspots.

### 11. GOVERNING LAW AND ENTIRE AGREEMENT.

This agreement is governed by Ohio law, and any dispute arising under it will be resolved in the courts of Hamilton County, Ohio. This document is the entire agreement between the parties and supersedes all prior representations or promises, whether verbal or written.

Your first **NEW CUSTOM ON-HOLD GREETING** is produced with our compliments.

By signing, I acknowledge this signature constitutes a license to play Killerspots music and messaging to my callers, valid only while this agreement is active and paid. If I cancel, I understand I must completely erase the custom on-hold production, including its copyrighted voices and music, to avoid any fees.

### AUTHORIZED COMPANY INFORMATION & SIGNATURE

COMPANY NAME	STREET ADDRESS	CITY / STATE / ZIP
AUTHORIZED CONTACT NAME	EMAIL ADDRESS	PHONE
MONTHLY SUBSCRIPTION RATE (\$/MO)	BILLING METHOD (CREDIT CARD / ACH)	EFFECTIVE DATE
AUTHORIZED SIGNATURE (type full legal name to sign)		DATE SIGNED

To activate your licensing, sign and return this form to [onhold@killerspots.com](mailto:onhold@killerspots.com)  
 Killerspots, Inc. • 463 Ohio Pike, Suite 301, Cincinnati, Ohio 45255 • (513) 270-2500

*Killerspots On-Hold Messaging Subscription & Licensing Agreement • Rev. 2026*