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Statement of Work and Fee Schedule

Version 3.4
December 1, 2026

The Statement of Work is entered into as the effective date by and between My Junna, LLC, as an Ohio Limited Liability Company (My Junna), and Customer. Customer acknowledges and agrees it will abide by this agreement. As Junna Care provides updates the current version may change and shall be incorporated herein.

1. **Services**: My Junna shall provide the following product features and services to support the Customer's authorized and licensed use of the Application. The Statement of Work includes the following.
    A. **Home Page "Dashboard"**: To include daily, weekly and monthly hours worked, number of clients, number of tasks and overdue tasks.
    B. **Client Page**: To include clients, case notes, map view, face sheet, problems list, medications, care providers, family members, expenses, and mileage. Includes assessment area and communication area.
    C. **Professionals Page**: To include list of professionals, ability to add and delete professionals, give star ratings, link to professionals website, link to phone number, track main contact's information.
    D. **Facilities Page**: Ability to add any facility and give ratings to facilities. Includes key search words.
    E. **Calendar Page**: Basic calendar with tasks and appointments setting, including automatic sync to Google Calendar.
    F. **Task Page**: To include tasks that are up and coming, working on, overdue and completed. Ability for admin to assign tasks to other users.
    G. **Files Page**: Ability to create folders and add files as well as receive file uploads from external clients.
    H. **Invoices Page**: Ability to view and create invoices as well as sync invoices with QuickBooks.
    I. **Time**: Ability to run report for payroll purposes or track employee time.
    J. **Customized Forms**: For an added fee, My Junna will create Client forms for use within the system.
    K. **Settings**: Create accounts, user management, rates, invoice and company settings.
    L. **Analytics**: Transforms raw data into easy-to-understand visuals. Visual Analytics dashboard (charts & graphs). Advanced filters for deeper data exploration. Pre-calculated key metrics (e.g., averages, totals, and trends).

2. **Data Import**

Client imports include:

- Last three years of case notes
- Client Name
- Date of birth
- Client mobile and home phone numbers
- Allergies
- Address
- Important client notes

- General notes
- Billing person
- Billing email and/or billing address
- SSN
- Emergency contact: first name, last name, phone number
- Referral Source
- Medications
- Diagnoses

Case note imports include:

- Date of Service
- Product or Service
- Who provided the service
- Hours
- Invoice summary
- Confidential detailed notes
- Mileage
- Expenses

Partner imports include:

- Category (Example: physicians, attorney)
- Company
- Associated Contacts within the company

3. **Support Services**: My Junna shall provide customer with support services for My Junna software which will include: standard help desk requests sent to support@myjunna.com. Responses are guaranteed within 2 business days and My Junna shall take prompt action to commence repairs or fixes that may take longer than two business days.

4. **Customization**: Requests for customization are billed out at $125 an hour.
   Estimates will be provided and approved by customer before any custom work is done.

5. **Plan Changes: Upgrades, Downgrades, and Cancellations**
   A. **Upgrades**: Customer may upgrade their plan tier (e.g., from Essentials to Essentials+ or Essentials+ Client Financials) at any time during the contract term. Upgrades take effect immediately upon written request and the new pricing will be reflected on the next monthly invoice.
   B. **Downgrades**: Customer may downgrade their plan tier only with 30 days 'written notice prior to the renewal of the MSA Term. Downgrade requests received less than 30 days before the renewal date will not take effect until the following renewal period.
   C.

6. **Fees and Payment Terms**:
    A. Customer agrees to pay Junna according to the duration of the contract period chosen during company sign-up (one-, two-, or three-year term). Customer will be invoiced each month on the first of the month for the previous month's usage.
    B. Customer with 10 or more users may opt to pay annually based on anticipated usage. If actual usage exceeds the anticipated amount in any given month, the difference in pricing tier will be automatically charged on the first day of the following month. Please note that the yearly discount does not apply to the pricing difference monthly charges.
    C. This SOW and renewal terms are governed by the MSA.
    D.
        i.
    E. No services will be delivered to Customer when any payment by Customer is in default. Customer will be responsible for all taxes, fees and other charges that may be assessed against Customer in connection with payment of fees to Junna for services provided to Customer hereunder.
    F. In the event additional labor and/or services are performed by Junna and/or its subcontractors, My Junna will charge for its time at its then – currently hourly rate for such services.
    G. Any ongoing services, training, or customized development initiated prior to termination shall be completed and billed in full, even if the Agreement is terminated before completion.

7. **Data Extraction:** Upon termination of the License Agreement, the customer will be given an opportunity to extract data. Due to the customized nature of the Services, including proprietary data structuring, API integrations, and platform configurations, transitioning away from the Services may require significant effort. Upon request and subject to additional fees, Company may offer transition assistance, but in no event shall Company be required to provide full data migration in a format outside of standard customer-facing export functionalities.

8.

Fee Schedule

1. **Monthly Usage Fees:** To see what's included in each plan please CLICK HERE.

# of users	Essentials	Essentials +	Essentials + Client Financials
First user	$119	$199	$279
Every user thereafter (up to 9 users)	$69	$69	$69
Bulk pricing 10+			
10-15 users	$725	$800	$900
16-20 users	$935	$1010	$1110
21-30 users	$1355	$1505	$1605
31-40 users	$1880	$2030	$2130
41-50 users	$2405	$2555	$2655
Each additional 10 users:	+ $500	+ $500	+ $500

*There is no charge for relative level access.

2. Other Fees

	Essentials	Essentials +	Essentials + Financials
Start-up Fee	$399	$399	$399
Training	Unlimited training sessions for 2 months from sign-up date.	Unlimited training sessions for 4 months from sign-up date.	Unlimited training sessions for 5 months from sign-up date.
Support	Unlimited Support through our help desk.		
Self-Service Client/Case Note Imports	No fee for self-service imports.		
Comprehensive Import Service	**Client Imports:** *$1 per client imported.* **Case notes Imports:** *$500 flat fee for last three (3) years of case notes.*		
Forms	Three (3) free forms	Ten (10) free forms	Ten (10) free forms
Payment Processing (Junna Pay)	$20/month	Included	Included