

PROFITPRO HOSTING & MAINTENANCE SLA

Service Level Agreement | Effective Date: [START DATE]

Service Provider Contact

Company: AI SOLUTIONS (PTY) LTD
Contact: RUDOLF JACOBS
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Phone: +27 78 802 7374

Client Contact

Company: SEDGE Accelerator
Contact: NEWTON BALOYI
EMAIL: NEWTON@SEDGEACCELERATOR.CO.ZA
Phone: +27 82 460 8790

1. SERVICE OVERVIEW

This Service Level Agreement (SLA) governs the hosting, monitoring, and maintenance services for the ProfitPro Governance & Project Automation Management Application between the Service Provider and Client.

2. MONTHLY RETAINER SERVICES

SERVICE COMPONENT	DESCRIPTION	MONTHLY FEE
Hosting & Monitoring	Cloud hosting, uptime monitoring, automated backups, security patches	R750.00
Standby Support	2 hours per month for support requests (non-cumulative)	R500.00
Total Monthly Retainer		R1,250.00

20. EXIT ASSISTANCE & DATA RETURN

- Upon termination or expiry, the Service Provider will provide a final data backup/export upon request
- Additional exit assistance (knowledge transfer, migration support) is billable at standard rates
- Administrator access will be transferred/rotated upon full settlement of outstanding amounts

21. TAXES

Except where expressly stated, fees exclude taxes. Client is responsible for all applicable taxes, duties, and withholdings, excluding taxes based on the Service Provider's net income.

22. FORCE MAJEURE

Neither party is liable for delays or failures due to events beyond reasonable control (including power outages, ISP failures, strikes, natural disasters, or government actions). Service targets and timelines are paused for the duration of the event.

This SLA is effective from [START DATE] and renews monthly unless terminated with 30 days notice.



For the Service Provider:

Authorized Signatory

Date: _____

AI SOLUTIONS (PTY) LTD

Registration: 2019/370291/07

7 Poplar Street, SE3, Vanderbijlpark, 1911

Contact: Rudolf Jacobs | Email: rudolf@a-i-solutions.co.za

For the Client:

Newton Baloyi

Authorized Signatory

Date: 26/09/2025

SEDGE Accelerator

Registration: 2023/855960/07

KS13 Rietvlei Farm, Portion 28, Polokwane, 0699

Contact: Newton Baloyi | Email: newton@sedgeaccelerator.co.za