

Specialist Contractor Agreement Framework


Site:

DigiPlex Norway AS
Ulvenveien 89B,
Oslo 0581,
Norway

Specialist:

JAG Vision
Vognveien, N-2072 Dal

Service: Maintenance and development of camera system.

 DigiPlex Norway AS Ulvenveien 89B, Oslo 0581 Norway	Quality Record System	Document Name: Service level agreement JAG
	Originator: Dan Oldham	Document / Process Owner: Site Manager
	Document Number: OPS 7 021	Revision: None
		File: Service level agreement JAG.doc
		Date:

Service Level Agreement JAG

Continued

MAINTENANCE AGREEMENT

Dated 2007

(1)

(Contractor)

Org. no.: 990 339 783

and

(2)

DigiPlex Norway AS.

(Client)

Ulvenveien 89B, Oslo 0581, Norway

(Site)

Org. no.: 981 663 322

Principle Terms:

1. **Commencement Date** : 01.09 2007
2. **Anniversary Date** : 01.09 2008
3. **Service** : Planned Preventative Maintenance of Camera system
4. **Equipment** : As per attached schedule
5. **Basic Fee** : 48067,- p.a. (exc. VAT)
6. **Payment Terms** : 30 days from invoice
7. **Emergency Call-Outs** : Within a maximum period of 4 hours
8. **Termination** : 3 months of written notice by either party
9. **Terms and Conditions** : As per attached schedule

For and on behalf of
Jag Defence Group

Arnfinn Sivertsen

For and on behalf of
DigiPlex Norway AS

EJ Weston Managing Director



SERVICE LEVEL AGREEMENT

between

DigiPlex AS
Ulvenveien 89b
0581 OSLO
(as customer)

and

JAG Vision AS
Vognveien, N-2072 DAL
(as provider)

Scope of Agreement

To establish the level of service provided by JAG Vision AS to DigiPlex AS in connection with installed system for video surveillance delivered by the provider, at the customer's premises in Ulvenveien 89B, Oslo.

The agreement comprises cameras, switches and Operational Software Platform named Milestone Xprotect Enterprise ver. 6.0.

Serial number for all included equipment is listed under appendix A to this agreement.

Level of Service Provided

The provider will maintain a level of operational readiness to ensure that the customer receives duly assistance within agreed time.

The customer has free telephone support under the agreement period.

Should the customer decide to introduce a VPN solution connected to his installation, JAG Vision AS will provide free remote software support and operational assistance.

Response time

The time for assistance is set to latest next working day, for problems that affect a single camera or a minor part of the installation.

For problems affecting a major part of the installation, like failure in network switches or similar, the response will be as quick as possible, and not more than 4 hours after confirmation that the failure report has been received by JAG Vision AS.

The provider will seek to correct any problem via telephone support, before going out to the installation. This calls for a qualified operator to be present at the customers site, provided remote access is not established.

Spare parts

The provider will hold spare parts at a minimum of 1 item of each article that is critical for the installation.

Software upgrade

The agreement includes PMA for all operational software delivered.

JAG Vision – leading expertise in IP Video & Thermal Imaging



Annual inspection

Under the scope of this agreement an annual service inspection will be conducted. During this annual inspection, a full survey of the installation will be conducted. This includes;

- Physical control and cleaning of all equipment
- Control of all electrical connections
- Eventual software upgrades

After the inspection, a service report will be rendered to the customer, showing status for the installation, and recommendation for eventual improvements.

Compensation

For the service rendered under this agreement, the customer will compensate the provider with an annual amount, payable up front at the commencement of this agreement.

The price is as follows:

For the 1st. year of this agreement:

NOK. 48.067,00 .

For each following year:

NOK. 97.625,00 .

The prices above is shown ex. VAT.

Regulation of compensation

The compensation will be regulated according to the change in price/cost index for buildings, as announced by Statistisk Sentralbyrå, first time September 2008.

Not included in this agreement

Equipment and parts are not included in this agreement. This will be invoiced in accordance with consume, and is liable to be paid according to the providers credit terms at any time.

Failure resulting from misuse of the equipment, vandalism, fire, flood or any act of God is not included in this agreement. Corrective action will be taken by the provider, but the work will be invoiced according to the providers' tariff at the time of service provision.

Commencement / Suspension

This agreement will commence at 1st. September 2007, and will run for a full 12 months period, provided it is not suspended by the customer. If no suspension has been made, the agreement is automatically renewed for another 12 months period.

Suspension

The customer has the right to suspend this agreement at a 3months notice. However, the customer has no right to reclaim any part of the annual compensation rendered to the provider.

The provider has the right to suspend this agreement at the end of a 12 months period, provided that the customer has been duly noted at least 3 months prior to the suspension.

Conflicts

JAG Vision – leading expertise in IP Video & Thermal Imaging



Conflicts under this agreement should be solved by negotiations between the parties. Should no understanding be reached, the conflict shall be handled according to NS 3430.

Applying Laws

Norwegian Law applies for this agreement. Eidsvoll Tingrett is appointed as legal Court of Law.

This agreement is signed in duplex by the parties, whereas the parties keep 1 copy each.

Oslo, September 1st. 2007

For the customer



For the provider

-01 PLT 01:

Patchepanel 00.1

HP procure CAM switch 00.1

S/N: CN722PC0CS

00 PLT 01:

Pacthepanel 01.1

Patchepanel 01.2

HP procure CAM switch 01.1

S/N: CN722PC04X

HP procure CAM switch 01.2

S/N: CN722PC03Z

02 PLT 01:

Patchepanel 02.1

HP procure CAM switch 02.1

S/N: CN722PC0CR

	From	To	type	size	note			
3-0071								
3-0072								
3-0073								
3-0074								
3-0075								
3-0076								
3-0077								
3-0078								
3-0079								
3-0080								
3-0081								
3-0082								
3-0083								
3-0084								
3-0085								
3-0086								
3-0087								
3-0088								
3-0089								
3-0090								
3-0091								
3-0092								
3-0093								
3-0094								
3-0095								
3-0096								
3-0097								
3-0098								
3-0099								
3-0100	-01 PLT 01	-1 MOD 02	Cat 6			00408C7C4399	Panel 0.1	port 1
3-0101	-01 PLT 01	-1 COR 02	Cat 6			00408C82976A	0.1	2
3-0102	-01 PLT 01	-1 MOD 01.2	Cat 6			00408C7C46E2	0.1	3
3-0103	-01 PLT 01	-1 PLT 01	Cat 6			00408C7C4782	0.1	4
3-0104	-01 PLT 01	-1 COR 04	Cat 6			00408C829763	0.1	5
3-0105	-01 PLT 01	-1 COR 04	Cat 6			00408C82976F	0.1	6

	From	To	type	size	note			
3-0106	-01 PLT 01	-1 MOD 04	Cat 6			00408C7C46ED	0.1	7
3-0107	-01 PLT 01	-1 MOD 03.1	Cat 6			00408C7C46DA	0.1	8
3-0108	-01 PLT 01	-1 MOD 05			Ikke trekt av JAG	00408C6AD5EE	0.1	9
3-0109	-01 PLT 01	-1 MOD 05			Ikke trekt av JAG	00408C6EC543	0.1	10
3-0110	-01 PLT 01	-1 MOD 05			Ikke trekt av JAG	00408C6AED20	0.1	11
3-0111	-01 PLT 01	-1 MOD 05			Ikke trekt av JAG	00408C6AD44B	0.1	12
3-0112	-01 PLT 01	-1 MOD 05			Ikke trekt av JAG	00408C6AECFF	0.1	13
3-0113	-01 PLT 01	-1 MOD 1.1	Cat 6			00408C7C4397	0.1	14
3-0114	-01 PLT 01	-1 COR 02	Cat 6			00408C82976D	0.1	15
3-0115	-01 PLT 01	CCRA	Cat 6			00408C7C4784	0.1	16
3-0116	-01 PLT 01	-1 FIBRE JUNCTION ROOM	Cat 6			00408C7C46E0	0.1	17
3-0117	-01 PLT 01	-1 COR 02	Cat 6			00408C829913	0.1	18
3-0118	-01 PLT 01	CCRB	Cat 6			00408C7C46E1	0.1	19
3-0119	-01 PLT 01	-1 VAREMOTTAK	Cat 6			00408C829769	0.1	20
3-0120	-01 PLT 01	-1 HOVEDTAVLE			Ikke ferdig trekt.		0.1	21
3-0121	-01 PLT 01	-1 HOVEDTAVLE	Cat 6			00408C7C4791	0.1	22
3-0122	00 PLT 01	-1 STR 01	Cat 6			00408C82976E	1.1	1
3-0123	00 PLT 01	RESEPSJON SLUSE	Cat 6			00408C829772	1.1	2
3-0124	00 PLT 01	GANG VED NØKKELSKAP	Cat 6			00408C786D12	1.1	3
3-0125	00 PLT 01	00 MOD 01.1	Cat 6			00408C7C46DB	1.1	4
3-0126	00 PLT 01	00 MOD 01.7	Cat 6		til 00 MOD 01.5	00408C6FED6C	1.1	5
3-0127	00 PLT 01	00 MOD 01.6	Cat 6		til 00 MOD 01.5	00408C6FA147	1.1	6
3-0128	00 PLT 01	00 MOD 01.5	Cat 6		til 00 MOD 01.5	00408C6FDC5	1.1	7
3-0129	00 PLT 01	00 MOD 01.2	Cat 6		til 00 MOD 01.5	00408C6FC3AD	1.1	8
3-0130	00 PLT 01	00 MOD 01.3	Cat 6			00408C7C4412	1.1	9
3-0131	00 PLT 01	00 MOD 04.1/3	Cat 6		til 00 MOD 01.5	00408C6FDCE6	1.1	10
3-0132	00 PLT 01	00 MOD 03.1	Cat 6			00408C7C4407	1.1	11
3-0133	00 PLT 01	00 MOD 02	Cat 6			00408C7C438A	1.1	12
3-0134	00 PLT 01	00 MOD 02	Cat 6			00408C7C4395	1.1	13
3-0135	00 PLT 01	00 MOD 03.2	Cat 6			00408C7C40B6	1.1	14
3-0136	00 PLT 01	00 COR 03	Cat 6			00408C829774	1.1	15
3-0137	00 PLT 01	00 STR 03	Cat 6			00408C829767	1.1	16
3-0138	00 PLT 01	00 COR 02	Cat 6			00408C829762	1.1	17
3-0139	00 PLT 01	00 COR 02	Cat 6			00408C829768	1.1	18

	From	To	type	size	note			
3-0140	00 PLT 01	00 COR 02	Cat 6			00408C82976B	1.1	19
3-0141	00 PLT 01	00 COR 02	Cat 6			00408C829771	1.1	20
3-0142	00 PLT 01	00 COR 02	Cat 6			00408C829764	1.1	21
3-0143	00 PLT 01	00 PLT 01	Cat 6			00408C7C408A	1.1	22
3-0144	00 PLT 01	00 COR 04	Cat 6			00408C829773	1.1	23
3-0145	00 PLT 01	00 MOD 04.4	Cat 6			00408C7C440F	1.1	24
3-0146	00 PLT 01	00 STR 01	Cat 6			00408C829770	1.2	1
3-0147	00 PLT 01	00 MOD 04.1	Cat 6			00408C7C4402	1.2	2
3-0148	00 PLT 01	00 MOD 04.2	Cat 6			00408C7C406E	1.2	3
3-0149	00 PLT 01	00 MOD 04.3	Cat 6			00408C7C4411	1.2	4
3-0150	00 PLT 01	00 PLT 05	Cat 6		Tatt ned av Lystekn.		1.2	5
3-0151	00 PLT 01	00 PLT 04	Cat 6			00408C7C41F6	1.2	6
3-0152	00 PLT 01	00 PLT 03	Cat 6			00408C7C478F	1.2	7
3-0153	00 PLT 01	Gang utenfor POD	Cat 6			00408C829911	1.2	8
3-0154		02 CCRC			Trekkes senere			
3-0155		02 COR 03			Trekkes senere			
3-0156		02 COR 03			Trekkes senere			
3-0157		02 COR 01			Trekkes senere			
3-0158		02 COR 02			Trekkes senere			
3-0159	02 PLT 01	Ute 1	Cat 6			00408C828B76	2.1	1
3-0160	02 PLT 01	Ute 2	Cat 6			00408C828B74	2.1	2
3-0161	02 PLT 01	Ute 3	Cat 6			00408C827253	2.1	3
3-0162	02 PLT 01	Ute 4	Cat 6			00408C828B73	2.1	4
3-0163	02 PLT 01	Ute 5	Cat 6			00408C827254	2.1	5
3-0164	02 PLT 01	Ute 6	Cat 6			00408C828B71	2.1	6
3-0165	02 PLT 01	Ute 7	Cat 6			00408C828B77	2.1	7
3-0166	02 PLT 01	Ute 8	Cat 6			00408C828B7A	2.1	8
3-0167	02 PLT 01	Ute 9	Cat 6			00408C828B78	2.1	9
3-0168	02 PLT 01	Ute 10	Cat 6			00408C828B75	2.1	10
3-0169	02 PLT 01	Ute 11	Cat 6			00408C828B72	2.1	11
3-0170	02 PLT 01	Ute 12	Cat 6			00408C828B79	2.1	12
3-0171	-01 PLT 01	00 PLT 01	Cat 6		Mellom etasjene		1.2	23
3-0172	02 PLT 01	00 PLT 01	Cat 6		Mellom etasjene		1.2	24
3-0173	02 PLT 01	-1 COR04			Ikke trekt av JAG	00408C6AD5EC	2.1	13
3-0174	JAG							