

Service Order Form

Please provide the following information to setup your account using **CAPITAL LETTERS** only.

Customer Information

Company Name:MR. GEORGE SAMUEL THOMPSON

Billing Address: ... 16, KEHINDE LAWRENCE STREET, BECKELY ESTATE, ABULE EGBA., LAGOS STATE.....

Customer Contact Email: supersamuel43@gmail.com.....

Customer Request date: 21/07/2023..... Customer Tel No: 070836892995

Service Order details

Home Connect Service Plan..... HOME DELIGHT.....

Payment Terms

Monthly 18,000..... Quarterly Bi-Annually..... Annually.....

Setup Cost (One-Off)..... 75,250..... Additional Indoor Equipment Cost..... NA.....

Service Terms

Payment: Payment shall be pre-paid and in accordance with the provisions of Value Added Tax (VAT) Act, all services invoiced shall attract VAT at the applicable ruling rate.

Equipment damage: The Customer is obliged to guarantee the preservation of the Equipment at their own expense in a way that prevents the Equipment's theft, loss, destruction, harming and/or damaging (including as a result of fire, moisture or heat related damages, lightning and/or other similar events and abnormal/unhealthy power supply. If circumstances described above occur, the Customer will be liable for the replacement of the equipment. It is advisable for customer to have healthy power and protection through the use of either an Uninterruptible Power Supply (UPS) or Power Inverter. The equipment installed at customer's premises are on lease and remains the property of Syscodes Communications Ltd.

Suspension/Termination of Operational Link: Either party (Customer or Syscodes) reserves the right to terminate an operational link given a minimum of Thirty (30) days' notice. Syscodes may terminate the service in event that customer does not pay for the services or Syscodes can no longer guarantee quality of service. In the same vein, in event that a link is suspended, terminated or not in use for more than thirty days (30) by the customer; Syscodes reserves the right to retrieve her equipment installed at the customer's premises given seven (7) days' notice on either grounds.

Service Review: Syscodes reserves the right to review the cost of service provisioning to the customer given (30) days' notice to the customer subject to the impact of applicable costs significant to service provisioning.

Compensation/Refund: Syscodes Communications Ltd guarantees 98% Service Uptime within a space of a month; in event of loss of service, Syscodes will compensate the loss by extending the service expiration date commensurately. As related to a new service, monetary refund is only applicable within the three (3) days of service commissioning.

Service Coverage: Syscodes is obliged to install an outdoor, indoor, Ethernet cable, pole and accessories in customer premises; in event that customer requires more coverage than the capacity of the indoor and outdoor equipment, it may require additional charge.

Customer Authorized Signatory

Syscodes Communications Signatory

Samuel Thompson George
19-07-2023

Name/Date/Signature:

Name/Date/Signature:

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