



Corporate Headquarters: Essar House
Muguga Green, Westlands
P. O. Box 49872 GPO 00100
Nairobi, Kenya
Phones: +254 020 3970000 / 0755 397000
Fax No: +254 020 554249 / 652276
Email: Info@copycatltd.com
Website: www.copycatltd.com
PIN No : P000597676Q
VAT No: 0013088G
QMF/05-03/SC/02:02

Remit To:
CFC Stanbic Bank Limited
Bank Code: 31
KES A/C: 0100000110846
USD A/C: 0100000110854
BRANCH: CHIROMO ROAD
BRANCH CODE: 007 SWIFT CODE:
SBICKENX KENYA
KENYA
M-PESA PAYBILL NO.966600

TAX INVOICE
Number 268469
Currency KES
Date 03-Jul-2015
Purchase Order Number
CONTRACT
Customer Number
4007
Order Number
217939

Bill To:
Miathene Secondary School
EMB
EMBU 71 EASTERN
KENYA

Ship To:
Miathene Secondary School
EMB
EMBU 71 EASTERN
KENYA

Terms	Due Date	Salesperson
IMMEDIATE	03-Jul-2015	Njau, Mrs. Bancy Wangui

Contact Name	Notes:

SNo.	Item Description	Qty	Unit Price	VAT Rate %	VAT Amount	Net Amount
1	SERVICE CONTRACT CHARGES FOR THE PERIOD 01/05/2015 TO 30/04/2016 RISO COPYPRINTER MODEL: EZ201 S/NO 7667458 Q82258	1	23,000.00	16	3680	23,000.00

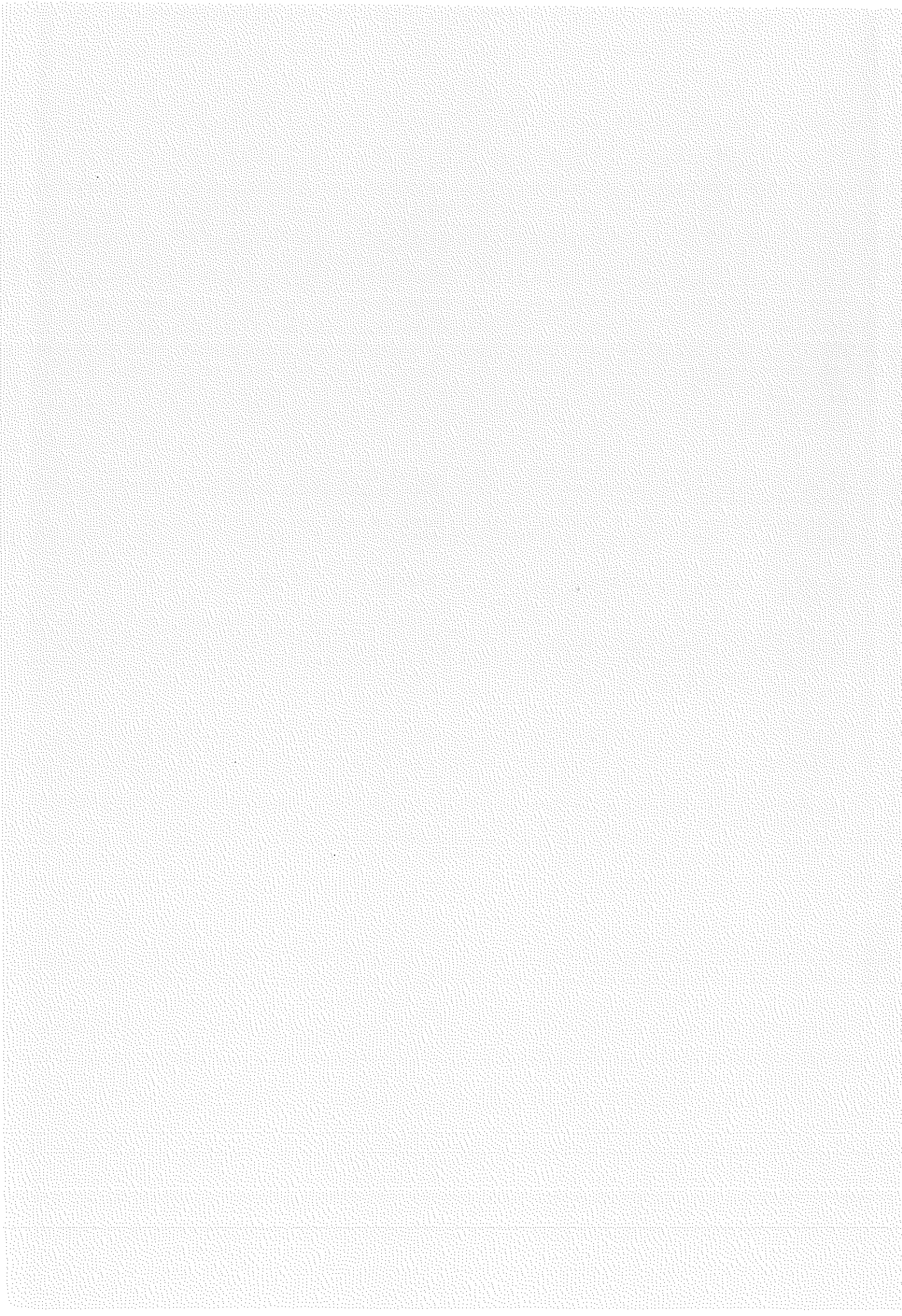
SPECIAL INSTRUCTIONS:

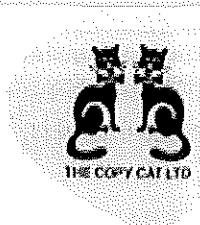
Net Amount	23,000.00
VAT Amount	3,680.00
Gross Amount	26,680.00

For Questions or comments concerning this invoice please contact Collections Department: Telephone; +254 020 3970304/187/168/148 email address: collections@copycatltd.com

Goods remain the property of Copy Cat Limited Until fully paid for

ORIGINAL 768AA5D761D485C67B7E708AE59FB2015E233EF7 0045 00049075 1507031511 COS05000044





SERVICE LEVEL AGREEMENT

FOR

OFFICE AUTOMATION EQUIPMENTS

EFFECTIVE DATE

1ST MAY 2015 TO 30TH APRIL 2016

BETWEEN

MIATHENE BOYS HIGH SCHOOL

AND

THE COPY CAT LIMITED
Corporate Headquarters: Essar House
Muguga Green, Westlands
P. O. Box 49872 GPO 00100
Nairobi, Kenya
Phones: 3970000 / 0755397000
Fax No: 554249 / 652276
Email: info@copycatltd.com
Website: www.copycatltd.com
Customer Support: helpdesk@copycatltd.com

CSS/CM-CM/05-15/086



1. Introduction

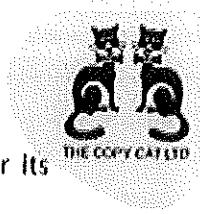
2. Methodology
2.1. Data Collection
2.2. Data Analysis

3. Results and Discussion

4. Conclusion and Future Work

5. References

6. Appendix



property or injury to persons is caused by the negligence of Copy Cat and/or its personnel in the performance of its obligation under this Agreement.

5. Save where expressly provided for by law, Copy Cat shall not be required to complete safety tests, install new devices or make modifications to any equipment to comply with recommendations or directives of insurance companies, governmental bodies, or for other reasons.
6. Copy Cat will respond to calls on site within city limits (35 Km radius) of our Branch networks within 2 (Hours) from call Log-in-time and restore the Equipment within 6 (Hours) from the Log-in-time. However the restoration time will not be applicable should the equipment fail to perform due to Power supply, spare parts, and network issues or at the Subscriber's premises unless the same is as a consequence of circumstances out of the Subscriber's control.
7. Copy Cat shall perform an initial inspection on all the equipment covered by this Agreement. This Agreement shall after the said inspection pre-suppose that all equipment covered hereunder are in satisfactory working condition. Any equipment found in need of repairs upon initial inspection or initial seasonal start-up will be reported to the Subscriber immediately accompanied by a written estimate stating the cost of repairs.
8. Costs of travel, accommodation and mileage is not covered under this contract and will be charged at agreed rates.
9. When, in the opinion of Copy Cat, a workshop overhaul is deemed necessary because the Equipment can no longer be maintained in a satisfactory working condition as provided for under this Agreement a cost estimate for the proposed overhaul will be submitted by Copy Cat to the Subscriber. Such overhaul if authorized by the Subscriber, shall take a maximum of 48 hours to restore. Should the Subscriber not approve the estimate, Copy Cat will return the Equipment to the Subscriber without repairs.
10. Should the Subscriber change the location of the equipment, it will be its responsibility to inform Copy Cat of such change to ensure continuity in the provision of the maintenance service. No rebate will be allowed for incomplete maintenance due to equipment location changes. A location change may require a variation in maintenance charges as shall be agreed upon by the parties.
11. Copy Cat reserves the right to vary the maintenance rates for subsequent terms of this Agreement upon giving the Subscriber a 60 days' written notice before Renewal of the Agreement. Such variation shall be made in consultation with the Subscriber and should the parties fail to agree the Subscriber shall be at liberty not to renew the Agreement.
12. The Subscriber hereby agrees that no unauthorized repairs or attempted repairs of the equipment shall be made by the Subscriber's employees, agents, or by third parties. In the event that such unauthorized repair or attempts to repair, or use of spares / Consumables are made by sources other than those recommended by Copy



Cat, then the Copy Cat shall not be liable therefor and such action may render the Agreement null and void.

13. All parts which are removed from the equipment and for replacement shall become the property of the Subscriber save for spare parts replaced under warranty.
14. This agreement creates an undertaking between the parties to guarantee a reciprocal non-poaching responsibility not to employ, partner, and contract or engage each other's employees, officers and/or directors.
15. This Agreement is not transferable by either party without the written consent of the other party.
16. This Agreement shall be construed in accordance with the Laws of Kenya.
17. Any dispute arising out of or in connection with this Agreement shall be subject to discussion for purposes of resolving, by respective authorized representatives of both parties. Should such discussions fail to provide a solution within 30 days, the dispute shall be referred to arbitration by a single arbitrator to be appointed by agreement between the parties or in default of such agreement within 14 days of the notification of a dispute, upon the application of any party to the dispute, to the Chairman for the time being of the Kenya Branch of the Chartered Institute of Arbitrators. Such Arbitration shall be conducted in accordance with the provisions of the Arbitration Act No. 4 of 1995 Laws of Kenya) or any other statutory replacement or modification for the time being in force. To the extent permissible by Law, the determination of the Arbitrator shall be final and binding upon the parties

SERVICES PROVIDED

Hardware Problems

If the subscriber experiences performance problems with the Equipment, subscriber must notify Copy Cat Customer Support Department by telephone or email for verification of the problem(s) and to arrange for service of the equipment.

Software Updates

Copy Cat will at its discretion periodically provide software updates at no additional cost to the Subscriber. The software updates may include modifications, program enhancements, bug fixes, and new features. This section will not be interpreted to require Copy Cat to either develop or release updates or customize the updates to satisfy the subscriber's particular requirements. The updates will not include any new products which Copy Cat decides to make generally available as a separately priced option.

1. The first part of the paper is devoted to the study of the properties of the function $f(x)$ defined by the equation

$$f(x) = \int_0^x \frac{1}{1+t^2} dt$$
for $x \in \mathbb{R}$. It is shown that $f(x)$ is an odd function and that $f(x) \in C^1(\mathbb{R})$. Moreover, it is proved that $f(x)$ is a strictly increasing function and that $f(x) \in C^2(\mathbb{R})$.

2. The second part of the paper is devoted to the study of the properties of the function $g(x)$ defined by the equation

$$g(x) = \int_0^x \frac{1}{1+t^2} dt$$
for $x \in \mathbb{R}$. It is shown that $g(x)$ is an even function and that $g(x) \in C^1(\mathbb{R})$. Moreover, it is proved that $g(x)$ is a strictly increasing function and that $g(x) \in C^2(\mathbb{R})$.

3. The third part of the paper is devoted to the study of the properties of the function $h(x)$ defined by the equation $h(x) = \int_0^x \frac{1}{1+t^2} dt$ for $x \in \mathbb{R}$. It is shown that $h(x)$ is an odd function and that $h(x) \in C^1(\mathbb{R})$. Moreover, it is proved that $h(x)$ is a strictly increasing function and that $h(x) \in C^2(\mathbb{R})$.

Operating System Support

Copy Cat will provide the first level of assistance for routine questions about system administration and other operating system issues.

Phone Support

Phone assistance and support to evaluate and diagnose hardware or software issues will be available from 7.30 a.m. to 5.00 p.m. Monday to Friday, Saturdays 8.30 am to 12.00 pm, excluding Public holidays.

After hours emergency service rate will be charged at (Kshs. + vat Per hour) plus Transport Charges where applicable.

CONTACTS AND ESCALATION LEVELS.

HELP DESK CONTACTS:

Phone 3970000
Cell: 0755-397000
Email: helpdesk@copycatltd.com

TECHNICAL SUPPORT:

Phone: 3970218/19
Cell: 0756-777588/0756-777600
Email: helpdesk@copycatltd.com

CUSTOMER CARE/CONSUMABLES

Phone: 3970205/3970217/3970108
Email: Customercare@copycatltd.com

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SCHEDULE OF EQUIPMENT COVERED BY THIS AGREEMENT

EFFECTIVE DATE:		1 st MAY 2015 TO 30 th APRIL 2016		New	RC
Machine Type and Model	Serial Number	Locations	Mln. Yearly Charge, Payable Yearly In Advance		
RISO COPY PRINTER					
MODEL : EZ 201	76674258 Q 82258	MERU	23,000.00		
		SUB TOTAL	23,000.00		
		ADD 16%VAT	3,680.00		
		TOTAL	26,680.00		
(CONTRACT EFFECTIVE UPON FULL PAYMENT)					

SERVICE SCHEDULE.

1st Schedule: May 2015-July 2015

2nd Schedule: August 2015- October 2015

3rd Schedule: November 2015-January 2016

4th Schedule: February 2016- April 2016

CUSTOMER AUTHORISATION

You are hereby authorized to service the Equipment listed in accordance with the terms and conditions.

ACCEPTED for and on behalf of
(SUBSCRIBER)

Name: **KIRINGO M'ERINGOH**

Position: **PRINCIPAL**
P. O. BOX 49872
Signature: **(F)**
Official stamp: **25 JUN 2015**
Date: **25/6/15**
Certify that this is a true
Copy of the original
SIGN: _____

THE COPY CAT LTD

Name: **PETER OMONDI**Position: **BUSINESS HEAD-DIGITAL**Signature: **(Signature)**

Official stamp: _____

Date: **24 June 2015**
THE COPY CAT LTD.
CORPORATE HEADQUARTERS
ESSAR HOUSE / MUGUGA GREEN / WESTLANDS
P. O. Box 49872 GPO
00100, NAIROBI, KENYA
Tel: 020 - 3970000/0755397300
Fax: 652276 www.copycatld.com

OK
4067
Outflow
7/9/2015



THE COPYCAT LIMITED, MOMBASA
P.O BOX 90678 GPO 80100
KAMPEE HOUSE, MOI AVENUE
OPPOSITE GANJONI POST OFFICE,
TEL: 2024747/(040)2223847/2227636/2226256
FAX: 2229575
E-MAIL: cclmsa@copycatltd.com
Branch manager: Charles omollo

THE COPYCAT LIMITED, KISUMU
P.O BOX 2099
ALONG OGINGA ODINGA STREET
AND MOSQUE ROAD-OPPOSITE
EABS & STANDARD CHARTERED
BANK.
TEL : (057)2024259/2022180/
2021701/2020772
FAX: 2024334
EMAIL: cclkisumu@copycatltd.com
Branch manager: Nixon Were

THE COPYCAT LIMITED, ELDORET
P.O BOX 2629
SUGARLAND PLAZA
TEL : (053)2030082
TEL/FAX: 2030063
email: ccleldoret@copycatltd.com
Branch manager: Fredrick mwongela

