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Contract Reference: 190

Date: December 10, 2024

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## Contract Preview

### CASUALS SERVICE AGREEMENT

This Agreement is entered into on ..... by Jawabu Best Limited hereinafter referred to as “JBL”; and -----ID No \_\_\_\_\_ and mobile number \_\_\_\_\_ hereinafter referred to as the “Telesales Agent

### BACKGROUND

JBL is working on a project and has identified the Tele Sales Agent with the necessary capacity, and experience to handle its project.

### RECITALS

In consideration of the terms contained in this agreement, JBL and the Tele sales agent agree the following:

### PARTY RESPONSIBILITIES

JBL General Administration of the Tele Sales Agent  
Tele Sales Agent

Execution of Project deliverables as directed by the line supervisor.  
Make calls to;

- o Reconnect churned customers
- o Activate customers that are at a risk of churning
- o Support self-ordering training with regular follow-up and nudging respective sales agents

Preparation of telesales report  
Support data collection  
Unlock sales targets given to them  
Respond to customer queries and support customer education

Payment-JBL shall make payments to the Tele Sales Agent at a rate of Ksh 20,000 per Month, which will be paid via Mpesa

Working hours: You will be working from 9:00am-12:00pm (Monday-Friday), but you may be required to work beyond this hour from time to time as may be necessary

Service Agreement Duration

This is a One Month contract and will be reviewed based on your Performance and/or Business

Need

Standard of Services

You shall observe and comply with JBL's standards of business conduct, information, security and IT usage policies as well as any other regulation that may be prescribed or communicated in any form by our client or its representatives.

Contractor records:

It is mandatory requirement for the company to maintain a record of the information on each individual contractor. To ensure compliance, you shall notify the Management of any change in your personal particulars such as name, marital status, dependents, next of kin, education and training.

This agreement shall not be determined or affected by any change in the composition of JBL but shall continue to be binding so long as JBL, however constituted shall continue in business.

Capacity/Independent Contractor-

It is agreed that the Telesales Agent is acting as an independent contractor and not as an employee of JBL and/or or any of its agents or partners in providing the Services under this Agreement. The Tele Sales Agent and JBL acknowledge that this Agreement does not create a partnership or a joint venture between them and is exclusively a contract for service.

Termination:

In the event of termination of this contract, either party shall provide a written notice of termination to the other party with a minimum notice period of 15 calendar days or pay in lieu of the notice period. The notice shall be deemed effective upon the receipt of the written notice by the recipient party. During the notice period, both parties shall continue to fulfill their contractual obligations to the best of their abilities.

Yours Sincerely,  
For and On Behalf of JBL,

Linnet Mukonosi.  
Human Resources Officer

DECLARATION AND ACCEPTANCE declare that I have understood the terms and conditions stipulated in this letter of appointment.

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**Signed by James Ochieng JBL.**

**Signed by JBL**

F u l l y   S i g n e d

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