

BROADBAND DIGITECH SYSTEMS LTD

KN4, AV 10, MAKUZA PEACE PLAZA, 4TH FLOOR, PO BOX 5020 KIGALI – RWANDA

www.smartcardcentre.com | www.bbdigitech.com

bds@smartcardcentre.com | info@bbdigitech.com

+250 788 310 308 | +250 781 476 205

STANDARD SERVICE SCHEDULE

1. Introduction

This document is a contractual agreement for the provision of connectivity service by **Broadband Digitech Systems** and **MURIKA STUDIOS** herein referred to as “the client”. By signing one or more copies of this document, the parties agree to be bound by the terms and conditions of this agreement for a minimum service period specified herein.

2. Client information

Name: **MURIKA STUDIOS**

Installation address: **Makuza Peace plaza building**

Service name: Internet Service over BroadBand

Start date: 01st September 2020

TIN number:

Primary contact

Name:

Position:

Phone Number:

Email:

Secondary contact

Name: David Sindambiwe

Position: Managing Partner

Phone Number: 0782741075

Email: murikarwanda@gmail.com

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3. Services schedule

Service	Quantity (Mbps)	One-off Cost (Rwf)	Monthly cost (Rwf)
Business grade internet service over Wireless	40Mbps (shared)		60,000
Access Point			
Service(s) installation			
VAT (18%)			
Total			60,000
Total First Installment	60,000		

4. Service Level Agreement (SLA)

4.1. Both parties agree on the following SLA compliance terms:

- Internet service uptime: **95%** - Service levels will be measured on a monthly basis.

4.2. Support

i. On-call response time: Immediate through 0781563188 / 0788784718 /0788310308

 ii. On-email response time: 1 hour on uJeanmethode@gmail.com

iii. On-site response time:

- 1 hours during business hours
- 4 hours during weekends and holidays

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4.3. The client shall be Charged the Total Amount before the installation procedures (Means Our internet is prepaid)

5. Payment terms and Conditions

5.1. The contract is a one (1) year renewable service schedule.

5.2. The customer must pay every invoice within 10 working days after invoice submission by **Broadband Digitech Systems** and the service is prepaid.

5.3. Failure to pay a service invoice within 10 working days will lead to service suspension until **Broadband Digitech Systems** receives payment in full.

5.4. **Broadband Digitech Systems** agrees to provide a prorated credit note whenever there is a breach of SLA standards. If **Broadband Digitech Systems** not deliver the connectivity service capacity as specified in the SLA, the next invoice shall be discounted.

5.5. All payments with respect to this contract shall exclusively be made to **Broadband Digitech Systems** Bank of Kigali Account Number **00040-06952010-59 /RWF**.

5.6. The client shall not change the bank account to which the payment is assigned, unless with prior written authorization from **Broadband Digitech Systems**.

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5.7. Failure to meet the above SLA terms by **Broadband Digitech Systems** before the start date of the service agreement will entitle the client to immediate cancellation of the contract and of all initial setup and connectivity costs.

6. Cancellation

6.1 Cancellation of one or more service by either party shall be provided by means of a 05-day written notice. Otherwise **Broadband Digitech Systems** will charge an extra 05 days of service usage on the last invoice.

6.2 This agreement will automatically renew at the end of each term for a further term of 12 months unless either of the party gives the other written notice of termination at least 05 days prior to the end of the relevant term.

6.3 Reimbursement of amount unused if the contract terminated after payment due to fault of Broadband Digitech systems.

7. Clarification

Accepting the **Broadband Digitech Systems** service schedule, I have read the above - **Broadband Digitech Systems** standard service schedule and agreed to be bound by all the contained terms and conditions that will govern the relationship between **Broadband Digitech Systems** Ltd and the client.

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BROADBAND DIGITECH

NAME: -----

POSITION: -----

SIGNATURE and STAMP: -----

DATE: -----

MURIKA STUDIOS

NAME: -----

POSITION: -----

SIGNATURE and STAMP: -----

DATE: -----