



**Internet Service Agreement
Between
Vira Nawawaran Internet Service Provider & WCLRF**

| | |
|---|---|
| Department | Contract |
| Email | contract@viranawawaran.af |
| Phone | +93 (0)784 65 32 65 / +93 (0)784 65 82 65 |
| Website | www.viranawawaran.af |
| TIN | 9012305067 |
| License Registration | 147596 |
| Year of Established | 2021 |
| Contract Detail | |
| Contract Number | ID: 514 |
| Starting Date | Jan 13, 2025 |
| Ending Date | Dec 31, 2025 |
| Bandwidth | 15Mbps Full Duplex |
| Total Contract Value Monthly | 16,500AFN, (Note: The customer can deduct 2% monthly for government tax) |
| Package Type | Wireless |
| Payment Method | The customer should pay internet fees in date of 20 to 25 monthly |
| USD Account Number | 00801200013522 |
| AFN Account Number | 00803100034993 |
| Bank Name | Islamic Bank of Afghanistan |
| Bank Address | Kabul, Afghanistan |
| | |
| ViraNawawaran Authorized | WCLRF |
| Name: Sultan Sarwary Title: Chief Operation Officer Phone: 078 7075306 Email: sales@viranawawaran.af Signature / Stamp: Date: Jan 13, 2025 | Name: Sultan Ali Rahimi Title: Acting Director Phone: 0799415134 Email: sultanali.rahimi@wclrf.org Signature / Stamp: Date: Jan 13, 2025 |



sales@viranawawara.af
www.viranawawaran.af
+93 (0)784 65 32 65
+93 (0)784 65 82 65

Definitions:

This Contract is to provide Internet Service using the Connectivity System and Resources installed in the premises of ViraNawawaran.

Technical Assistance:

The ISP shall provide Customer the contact information for their Technical Support Center during the Service startup period. The support team shall be available 24 hours to help Customer if and when there is a problem with the internet connectivity without additional Charges.

Description of Services:

ViraNawawaran agrees to provide Customer bandwidth dedicated connection with the connectivity via ViraNawawaran premises.

During the contract, effective period on request of Customer, higher bandwidth connection can be provided at the monthly charges given in Annex A.

Agreement Period:

This agreement shall commence from the date of signing of the agreement and shall be valid for a period of Dec 31, 2025, anticipated start depending on Customer Requirement. This agreement shall continue for the following years unless revised by mutual agreement of both the parties in writing. Either party shall give at least one month's notice to the party to terminate this agreement. The contract shall automatically renew after expiration date unless the customer sends termination by official notice stated above.

Pricing and Billing:

The payments for the Service offered to Customer shall be payable from the start date of the performance period of this contract. Customers shall pay to ViraNawawaran, the monthly base charge of (16,500 AFN) for a total 15Mbps Dedicated.

The invoice shall be raised every month in date of 20 to 25 monthly. Payment shall be made within 5 days after receipt of the invoice. The following line of communication and authority shall be used by Customer and ViraNawawaran for financial issues.

| POC ViraNawawaran Billing Department | POC Customer's Billing Department |
|---|--|
| Name: Hamid Alizada Title: Finance Manager Email: Finance@viranawawaran.af Phone: +93 (0)748706114 | Name: Abdul Muqim Rustami Title: Finance Manager Email: Finance.wclrf@gmail.com Phone: 0766283596 |

Note: ViraNawawaran can always change financial POC by a formal letter.

Responsibility of Customer:

Customer shall be solely responsible for providing, as its own cost and expenses, the necessary equipment (both hardware and software), except the Customer Premises Equipment at its Territory to establish connectivity to ViraNawawaran premises.

Customer shall provide reliable power for leased devices, in case of power damage or physical damage which happens from the Customer side, Customer must be responsible.



sales@viranawawara.af
www.viranawawaran.af
+93 (0)784 65 32 65
+93 (0)784 65 82 65

Service Level Agreement:

The granting of Service outage credit is contingent upon the Customer having informed the customer support of ViraNawawaran within 2 hours after the particular incident of Service outage. The duration of the Service outage period will be determined at the sole discretion of ViraNawawaran according to ViraNawawaran internal record and the information it receives from Customer.

The granting uptime is 98% of each month. Downtime we calculated (i.e.: 24hrs x 30 (days) = 720 hrs. Guaranteed level shall be 98% or 705.6 hours. If services level exceeds 3% of continued downtime for each month can deduct one day of monthly payment. Next 3% downtime may be because of another day deduction.

Penalty price of Service outage shall be deducted in the next month's invoice.

Graphing:

ViraNawawaran will provide Graphs for customers to monitor Bandwidth usage.

Termination of Agreement:

Termination At-Will: At any time during the term of this Agreement, Customer and/or the ViraNawawaran may terminate this Agreement for any or no reason by delivering a written notice to the other party not less than 1 days before the termination date stated in the notice.

Customer may terminate this Agreement effective in 1 days for Cause if the ISP fails to:

1. Comply with any terms of this Agreement
2. Provide Customer, upon request, with adequate assurances of future performance of the ISP's Obligations under this Agreement.

ISP may terminate this Agreement effective immediately for Cause if the Customer fails to:

1. comply with any terms of this Agreement.
2. quarter bases charges aren't paid in the mentioned time.
3. uses provide resource for any irregularly purpose which is defined crime in Afghanistan Government Policy.

Force Majeure:

Neither party shall be liable or accountable to the other party for any failure, delay or Service interruption due to cases or events, beyond the control of the parties, such as war, fire, storm, Floods, multiple fiber cuts on the cities or another catastrophic event.

Dispute Resolution:

Customer and the ISP shall initially attempt to resolve through negotiation all disputes regarding this Agreement.

If a dispute is not resolved in that manner, the dispute shall be submitted to final and binding arbitration in accordance with the rules of a recognized and mutually acceptable arbitration organization in Kabul. The parties shall share evenly the costs and fees associated with the arbitration, with the exception of the attorneys' fees and other litigation expenses incurred by the parties. the party who prevails in arbitration shall be awarded the reasonable attorneys' fees, litigation expenses, and arbitration fees and costs reasonably incurred by that party in addition to any other relief granted by the arbitrator.

During the pendency of a dispute, the ISP shall continue to provide the Services, unless this Agreement has been terminated in accordance with the terms of this Agreement.



sales@viranawawara.af
www.viranawawaran.af
+93 (0)784 65 32 65
+93 (0)784 65 82 65

Publicity/Confidentiality:

Throughout the period of Agreement, each party shall maintain the confidentiality of data of any nature (information) provided to it by the other party.

Support:

Technical Operation Team in Kabul will service Customer 24/7, phone support will be available also to serve 24/7, and ViraNawawaran support always is free of charge and will be, after reporting an issue technical team will start to solve the issue quickly and if the troubleshooting needs to check Customer site technical team will reach the site and do the job at ISP earliest. As it mentioned before, customers just need to pay for monthly bandwidth cost and other charges like site survey, technical support, maintenance and operations will be on ISP.

| Escalation Matrix | |
|---|---|
| Chief Executive Officer | Chief Technology Officer |
| Name: Yahya Rezaei Email: ceo@viranawawaran.af Phone: +93 (0)787 449137 | Name: Sultan Sarwary Email: cto@viranawawaran.af Phone: +93 (0)780 7075306 |
| Network Operation Center | |
| Name: Muhebullah Wakily Email: noc@viranawawaran.af Phone: +93 (0)730 838301 | |

Backup:

ViraNawawaran Offers Dedicated package with 70% backup. Procedure of changing to backup will be automatically.

Both Side Responsibility for Employees:

ISP/Customer shall be responsible for the professional and technical competences of its employees and both parties should have their individuals who perform effectively the roles in this contract.

Prices:

| Annex A | | | | |
|----------------------------------|---|-------------------|------------------|-------------|
| No | Description of Service | Monthly Cost/Unit | Quantity | Total Cost |
| 1 | 15Mbps Dedicated Wireless Internet Services | 16,500 AFN | 11 Month, 19 Day | 191,610 AFN |
| 2 | Devices | On-Lease | 11 Month, 19 Day | On-Lease |
| 3 | Installation and Support | Free | 11 Month, 19 Day | Free |
| Grand Total for 11 Month, 19 Day | | | | 191,610 AFN |

Agreement Amendments:

This Agreement and any of its provisions mentioned may be altered or added to only by another agreement/amendment in writing signed by both Parties.