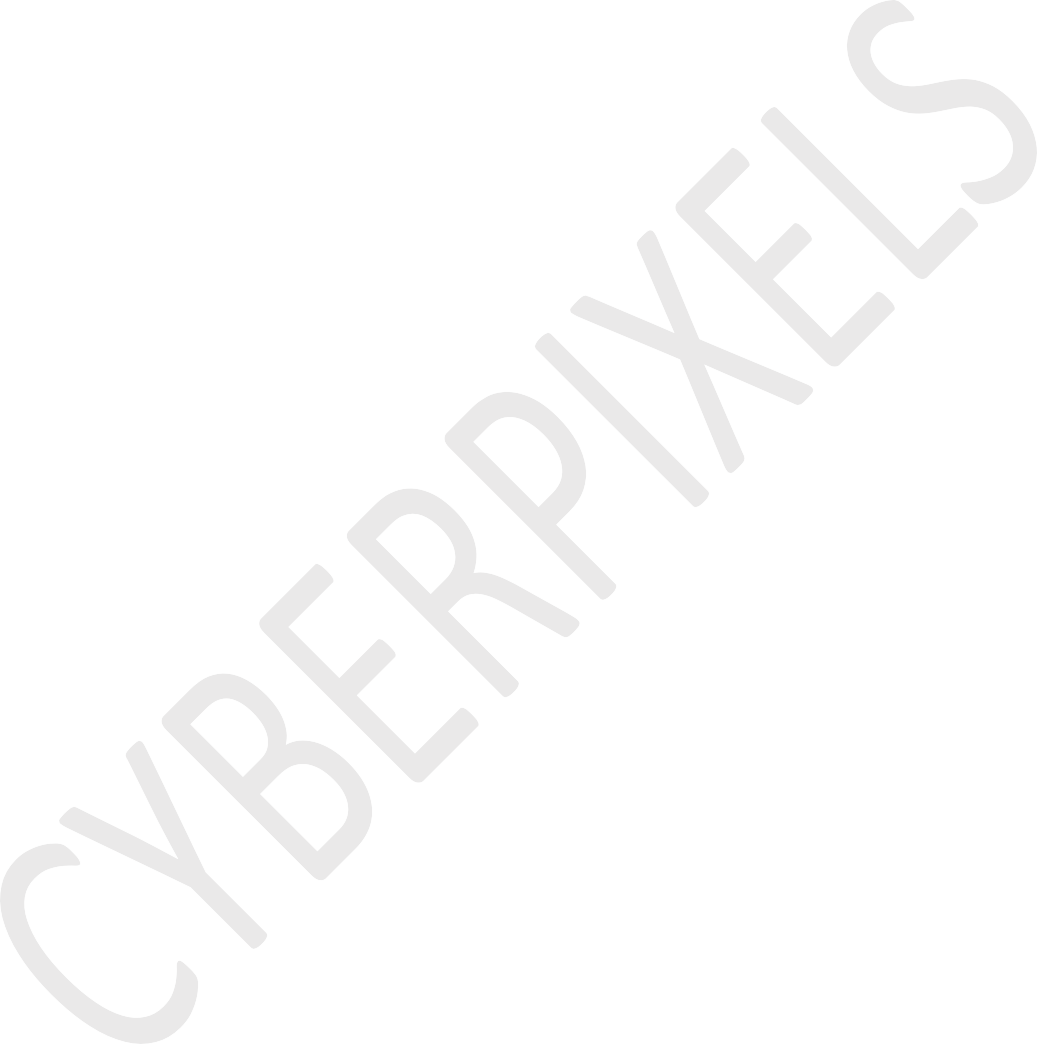


**Service Level Agreement (SLA) between**

**Cyberpixels (PVT LTD) And**

**Bdata Corp Pty Ltd**

# Effective Date: 2023/05/05

* Document Owner: Mr. G. M. P. U. de Silva
* Business Relationship Manager(s): Mr. I. S. Weerasinghe

**Version:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Revision/ Description** | **Author** |
| 01 | 2023/05/05 | This agreement was signed between Cyberpixels (PVT LTD) and Bdata Cory company. | Mr. G. M. P. U. de  Silva |

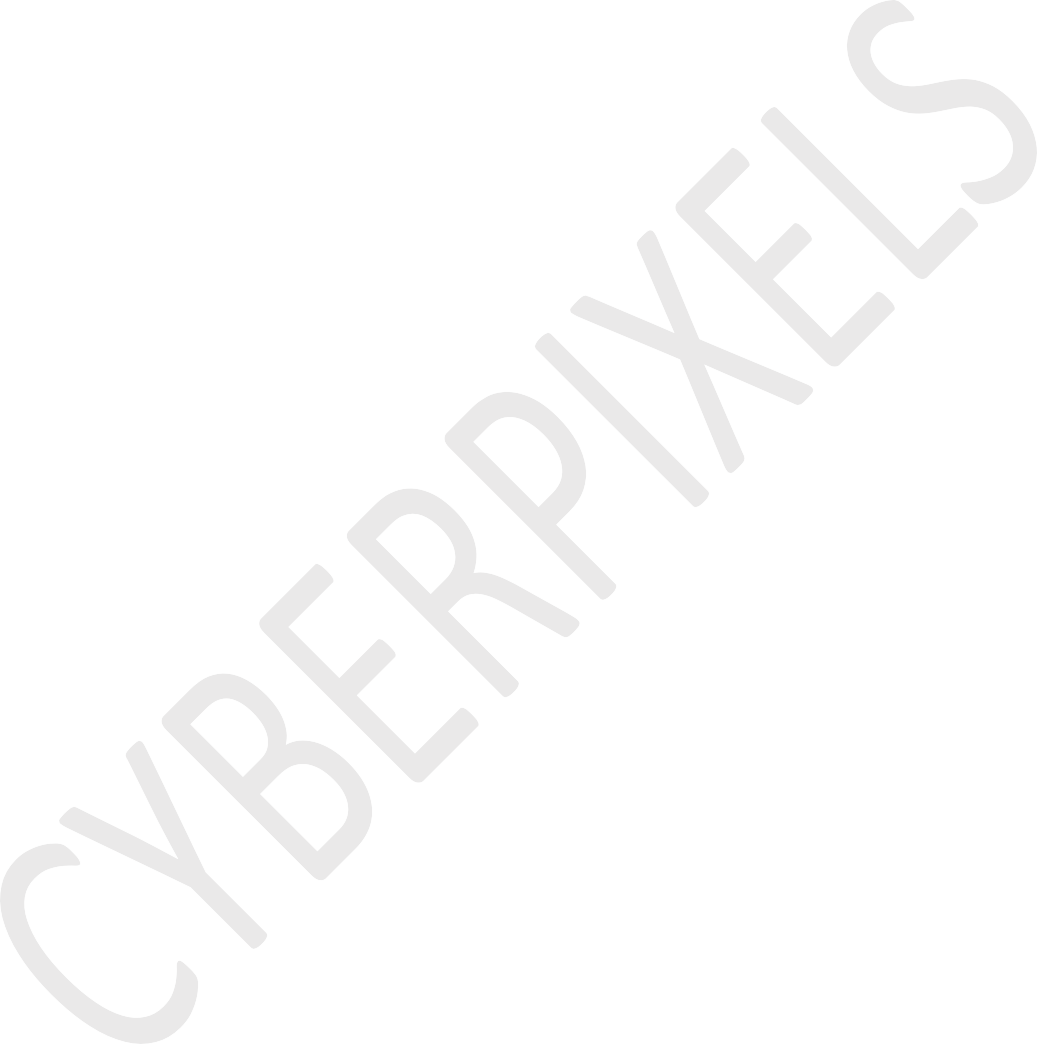
**Approval:**

|  |  |  |
| --- | --- | --- |
| **Approver(s)** | **Title and/or Affiliation** | **Approval Date** |
| Mr. G. M. P. U. de Silva  Mr. Dilshan Meemanage | Owner, Cyberpixels (PVT LTD)  Managing Director, Bdata Cory | 2023/05/05  2023/05/05 |

**Agreement Termination:**

|  |  |  |
| --- | --- | --- |
| **Approver(s)** | **Title and/or Affiliation** | **Date of Termination** |
| Mr. G. M. P. U. de Silva Mr. Dilshan Meemanage | Owner, Cyberpixels (PVT LTD)  Managing Director, Bdata Cory | 2023/07/25  2023/07/25 |



This Service Agreement entered on **2023/05/05**, between **Cyberpixels (PVT LTD), 136/ 17, Pelenwaththa, Pannipitiya** and **Bdata Cory Pty Ltd Company, No.25, S Mahinda Himi Mw, Colombo 10**. Bdata Cory Pty Ltd Company here agrees to the consist of this Service Level Agreement and General Terms and Conditions provides by Cyberpixels, that attached with this document.

# Scope of Work:

Cyberpixels shall provide the following services, in accordance with the timeline and under General Terms and Conditions.

# Service Provided:

* E-commerce Web Application

The following services and parts are **not** covered by this Service Agreement:

# Excluded Services:

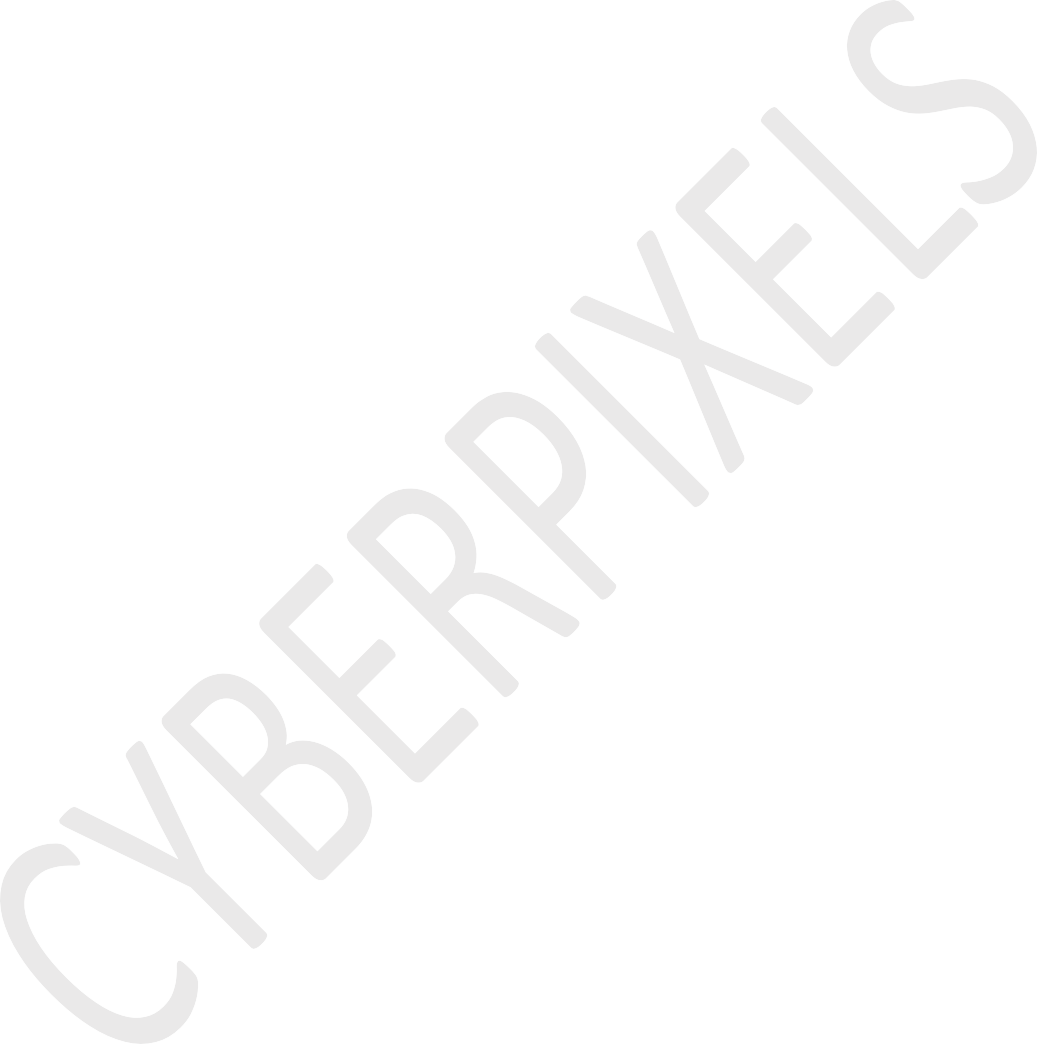
Bdata Corp Pty Ltd Company understands and agrees that services required to recover from failures and/or incidents caused by any of the following circumstances are not considered normal maintenance and are not covered under this Service Agreement.

* If Bdata Cory Pty Ltd Company tries to update or change the E-commerce Web Application from another service provider, Cyberpixels won’t fix the issues that cause by it for free and won’t take the responsibility.

# Excluded Third Party Costs:



Bdata Cory Pty Ltd Company understands and agrees that the following third-party costs are not covered by the fees set forth in this Service Agreement and shall be charged by Cyberpixels (PVT LTD) to Bdata Cory Pty Ltd Company.

* If Bdata Cory Pty Ltd Company decided to take hosting from another service provider, Cyberpixels will take care of it and will take the responsibility. But Bdata Cory Pty Ltd Company will have to pay the hosting fees.

# Additional Projects:

Bdata Cory Pty Ltd Company may occasionally require additional or amended services outside of the terms of this Service Agreement. Cyberpixels (PVT LTD) provide a detailed scope of work for any Additional Project required by Bdata Cory Pty Ltd Company will be required to execute a change order for any Additional Project before any work for such Project is performed and understands that a separate invoice(s) will be generated for such work.

* If Bdata Cory Pty Ltd Company wants to control their marketing side by Cyberpixels, additional payments need to be done.

# Timeline:

Except as otherwise set forth herein, the Services contemplated by this Service Agreement shall commence as of the Effective Date.

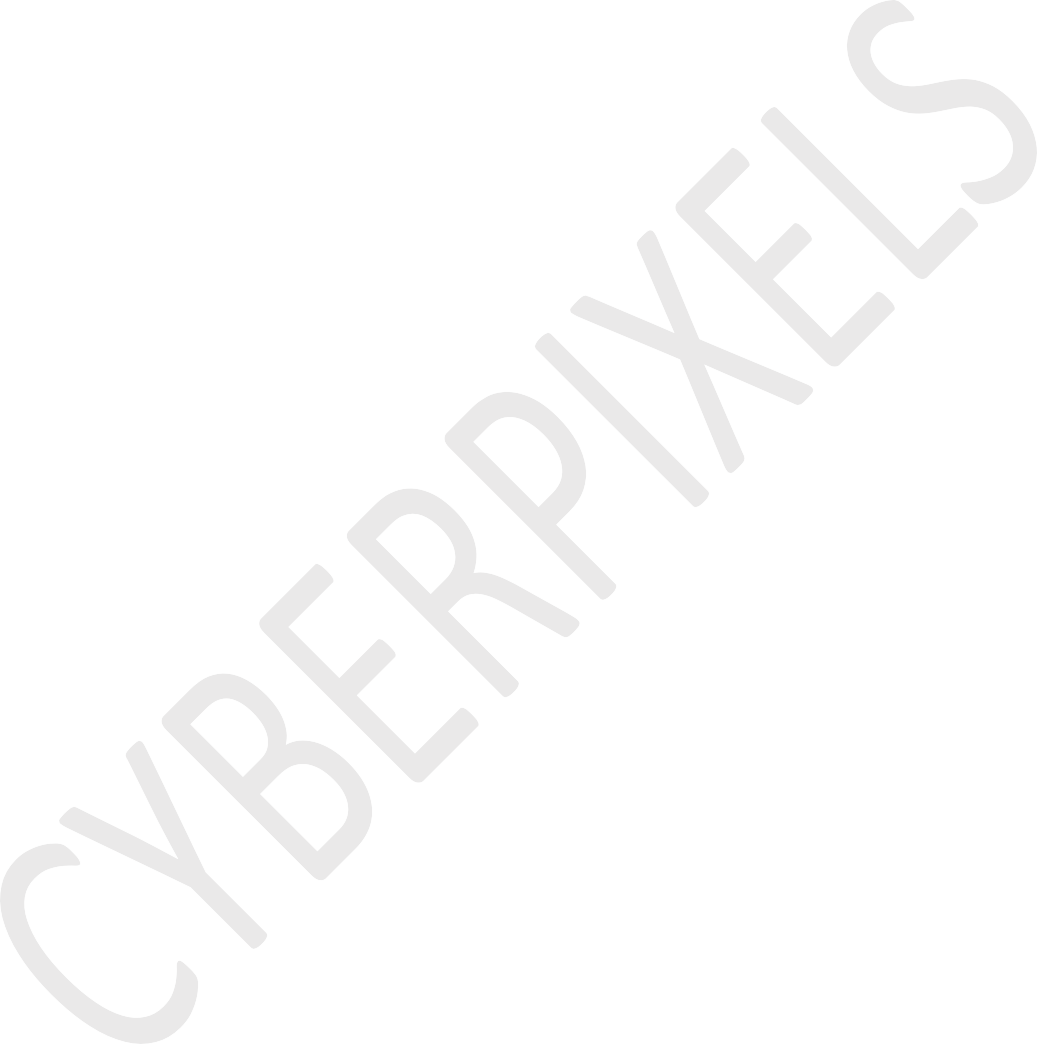
# Customer Obligations:

Bdata Cory Pty Ltd Company shall be responsible for the following.



* If Cyberpixels’ project get into hands of another service provider under Bdata Cory Pty Ltd Company’s look, customer has to take responsible for their mistakes.

# Contact Information:

Cyberpixels (PVT LTD)

* Telephone: +94 762307763
* Email: [cyberpixels011@gmail.com](mailto:cyberpixels011@gmail.com)

Bdata Cory Pty Ltd Company

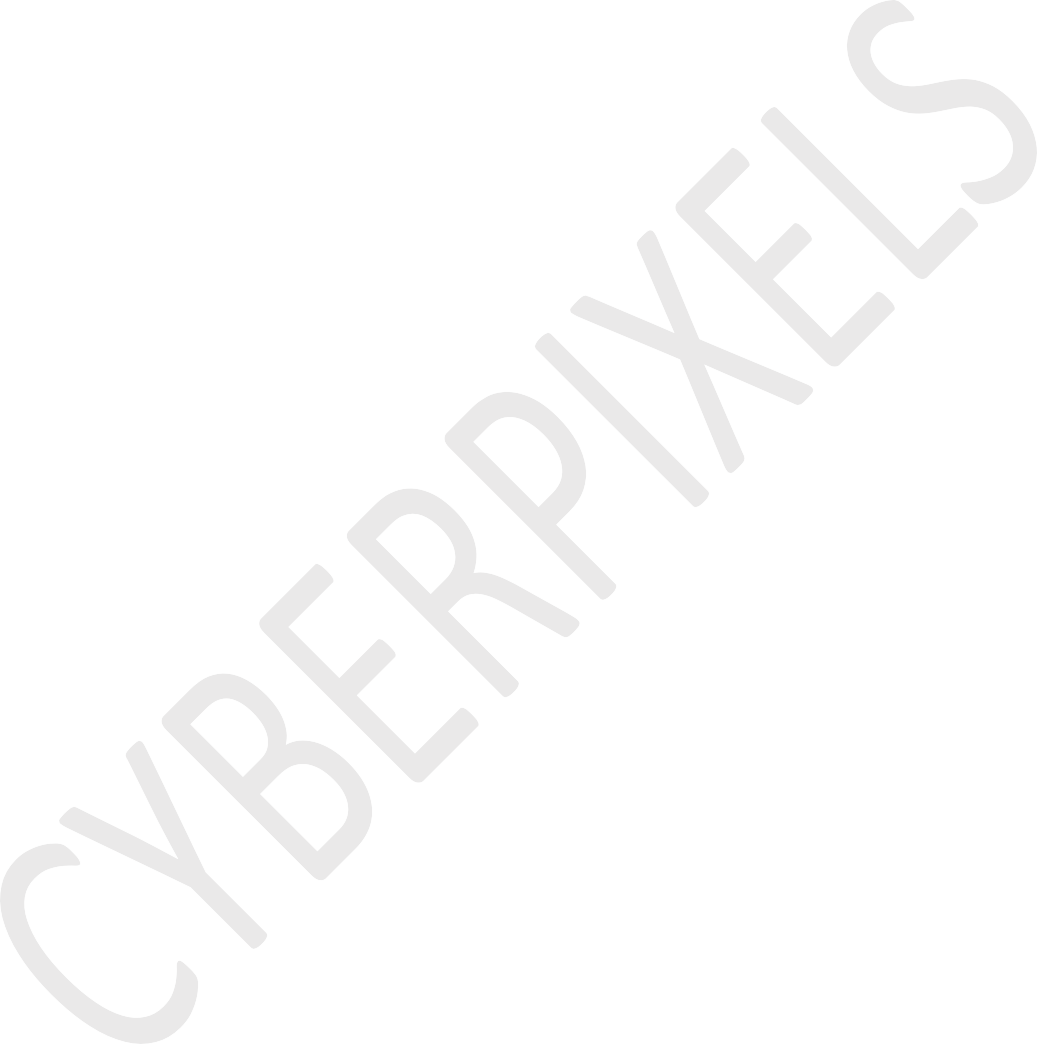
* Telephone: +61 416 827 721
* Email: [Dilshan.meemanage@gmail.com](mailto:Dilshan.meemanage@gmail.com)

**ACCEPTED AND AGREED**

# Cyberpixels (PVT LTD) (Service Provider)

|  |  |
| --- | --- |
| Name: Mrs. S. A. T. Sasindi  Position: CEO | Name: Mr. G. M. P. U. de Silva Position: Owner |



Name: Mr. I. S. Weerasinghe Position: IT Director

**Bdata Cory Pty Ltd Company (Customer)**

|  |  |
| --- | --- |
| Name: ………………………………... Position: ……………………………… | Name: ……………………………………... Position: …………………………………… |