# Service Specifications

Within the framework of this Service Contract, the SERVICE PROVIDER will provide services for EVERNEX Customers. This provision of services must take place according to the following procedures:

EVERNEX requests for the provision of services will be made by email to the SERVICE PROVIDER's support address. The SERVICE PROVIDER must send written confirmation of receipt within a maximum time period of thirty (30) minutes after the request has been sent.

Requests for the provision of services will be accompanied by the following information:

* Customer contact details
* Information related to the faulty machine (S/N, Address, etc.)
* Description of the fault
* Service report template
* Action Plan for repairing the fault
* If applicable, a proposed time slot for the support procedure

If no time slot is suggested on the initial request sent by EVERNEX the SERVICE PROVIDER must, after agreement with and/or a request from EVERNEX, contact the Customer to agree on a date and a time. This schedule should be made in accordance with the Service Level Agreement (SLA).

In the event that the Action Plan communicated by EVERNEX requires the delivery of spare parts and the spare parts is available in the SERVICE PROVIDER warehouse or premises

If the spare part is available in the SERVICE PROVIDER warehouse or premises, the SERVICE PROVIDER will deliver it along with the engineer. The spare part to be employed during the intervention will be defined in the Action Plan communicated by EVERNEX. This action will be carried out under the intervention and represent no additional charge.

The SERVICE PROVIDER must study the Action Plan before starting work on-site. The latter may, if need be, escalate the EVERNEX technical team for details of the repair to be carried out.

All on-site services must end with the signing of the service report by the Customer. This service report must be duly completed by the SERVICE PROVIDER, who will send a copy electronically to EVERNEX within a maximum of twenty-four (24) hours after leaving the Customer's site.

The SERVICE PROVIDER maintenance crew working on the Customer's site must be equipped with, as a minimum, the following tools and equipment:

* Multi-bit screwdrivers ESD Protection
* Anti-static wrist strap/mat kit
* Laptop computer for professional use only
  + With 4G/5G key for internet connection
  + With antivirus, anti-spyware, and patches
  + With highest OS security patches
  + With highest available OS
* Remote maintenance software
  + Example: TeamViewer
* Personal Protective Equipment (PPE)
* Console Cables

During the service operation, the worker must introduce themselves as an EVERNEX associate to the on-site contact. It is essential for the worker to arrive dressed in the proper attire and at the previously agreed time. The SERVICE PROVIDER may contact the EVERNEX support and/or technical support team for remote assistance at any time, if there are any problems

# Service Level Agreements

The Service Level Agreements (SLAs), below, include two key elements: the SERVICE PROVIDER's availability timetable and the response time.

**SLA DESCRIPTION**

24H/7 - 4hrs Availability 24/7 + Arrival on site a maximum of 4 hours after notification

24H/7 - NBD Availability 24/7 + Arrival on site the working day following notification

8H/5 - NBD Availability during working hours/days + Arrival on site the working day following notification

BEST EFFORT On-site support to be provided within a reasonable time

# Financial Terms

**Services Price(USD)**

*On-site Intervention*

SLA: 24H/7 – 4H (4 hours interventions) 125 USD / Ticket

*On-site Intervention*

SLA: 24H/7 – 4H (4 hours interventions) 275 USD / Ticket

OUTSIDE NAIROBI

Storage of spare parts 21,88 USD / m² / month