



### Service cost and payment

Basic space cost (per month without discounts):  $17 m^2 \times 350 = 5950$  EGP. /month

Service upfront payment every: ☐ 1 Month ☒ 3 Months ☐ 6 Months ☐ Year

Discount: 9 % or 535 EGP. /month then Room rent service costs: 5415 EGP. /month

Kitchen cost (according to actual usage persons):  $5 \times 300 = 1500$  EGP. /month

Additional options cost: 85 logo EGP. /month

Net cost: 7000 EGP. /month

### Terms & Conditions

- The room or service can only be used for the usage described earlier.
- Every team member must comply to the place rules (pinned on the pin board of the place).
- Every team member must comply to the kitchen and bathroom rules pinned inside each.
- Payment should be paid in advance as an upfront amount according to the agreed upon cost & payments.
- Working hours starts from 9:00 AM to 11:00 PM every day except Friday from 2:00 PM to 11:00 PM.
- All governmental-wise illegal actions are prohibited and we don't hold responsible for it.
- All social media related mentions to the place should be permitted before posted or goes live.
- Any official transactions or deals with governmental parties regarding the place or the address or any mention should be revised by OBOUR OASIS Management team first and approved before taking actions.
- Internet usage is limited for the allowance bandwidth listed earlier for a fair usage among all clients. The team members can ask the reception to remove the limit for a certain amount of time for a specific purpose and the reception representative will decide depending on the concurrent usage or transfer rate at that moment.
- In case of any damage in place assets, the company/team will be held responsible for fixing it or an amount will be due to fix or compensate for the damage done on the next service renew bill.
- In case the team needs to modify the service or space, it will be postponed to the next renewal date and new contract will take place upon availability and agreement on the new service.
- In case of contract cancellation by client request, a compensation amount will be due (for the discount made on passed duration relative to the contract duration).

### Service Level Agreement

- Using the internet in OBOUR OASIS is a key value to our clients. Hence we regulate it to be fairly used for all users. We always track and improve our internet service to lower the off times for our users. We are providing DSL service and a backup 4G service in case. However; we give an uptime grantee for the internet service around 94%; this means that we are covering a 28 days out of 30 days' internet service per month, the other 2 days could be off-service without responsibility on our side. Although we will do our best not to have any single moment without internet service.
- Our cleanness status is a key factor to our service as well, we grantee the place will be clean all the way; but this can't be done without our clients help to comply our standards and report anything wrong to take care off immediately.
- We work all days except Friday morning.
- If any piece of furniture is broken or not up to your standard, you can ask the reception desk representative to change it for you immediately or if there is another similar unoccupied unit available you are free to change it yourself.

### Other Notes or Conditions

- Nov 2019, Dec 2019 will be paid Monthly and then Quarterly - Kitchen service includes everything.

### Signatures

OBOUR OASIS Management

Client: Hanan Mohamed



## Business Service Contract

Contract Date: 4/11/2019

### Client Information

Name: Ahmed Monier Metwally ID Type / Number: 28711170100556  
Address: Cairo, Egypt Mobile: 01118826885  
Business Name: Zmassa Business Domain: Software development

### Service

Service Type: ☐ Virtual Office ☐ Virtual Workstation ☐ Private Room ☒ Office Room  
Access Type: ☐ Morning shift (-30%) ☐ Evening shift (-50%) ☐ 3 Days/week (-40%) ☒ Full Day  
Service Description & Usage: Full day work 2 Meetings  
Room Name: C1 Room space: 17 m2 Suitable for: 8 persons Actual using persons: 6 persons  
Service Duration: one year Service starting date: 1/11/2019 Service ending date: 30/10/2020  
Internet Allowance: 8 Tera bytes

### Additional Options

#### Reception & Secretary options

- ☐ Reception service & guest access (500 EGP.)  
Includes mobile, email & land line call handling + guests & clients handling + script support for customers or clients queries + excel sheet requests or operations tracking + queries delegation to team member + accepting in-house payments from customers or clients.
- ☐ Advanced reception services and business administration (1000 EGP.)  
Includes the above service perks + social media handling + internet operations handling like booking or reservations or quotations composing via email or WhatsApp + handling customer / clients orders according to team instructions + accepting payments via bank transfer, Visa, Fawry or Phone cash.

#### Kitchen access options

- ☒ Kitchen access level 1 – basic hot drinks Tea, Coffee & Nescafe; anything else is cost due (200 EGP/person)  
Every team member is allowed to drink up to 3 daily drinks of the basic hot drinks which is listed on the kitchen menu (lowest drinks price group).

### Miscellaneous

- ☒ Indoor Business logo outside office and on reception wall (200 EGP.)  
Business logo or sign will be pinned on the companies pin board at the reception wall; business logo or sign will be pinned outside the contracted room.
- ☐ 10 hours meeting room (400 EGP.)  
A cost effective flexible meeting room package suitable for in-house client's meetings & team meetings. Spending them per minute makes this option very appealing. Reservations at reception can be made one day earlier or if the room is free, you get priority to reserve instantly.
- ☐ Official papers registration (300 EGP.)  
Ability to register your place here in your business official commercial register with few terms & conditions. You will get a rent official contract for the purpose.
- ☐ Camera Access remotely (200 EGP.)  
You can request that we install an IP camera for tracking & security purposes from anywhere. It's easy and takes only 3 working days to install.
- ☒ Black/white A4 Laser printing.
- ☒ Prime location business address.
- ☒ Weekly cleaning & refreshing up.
- ☒ 10% Discount on OBOUR OASIS other services such as meeting, training rooms, memberships & subs.