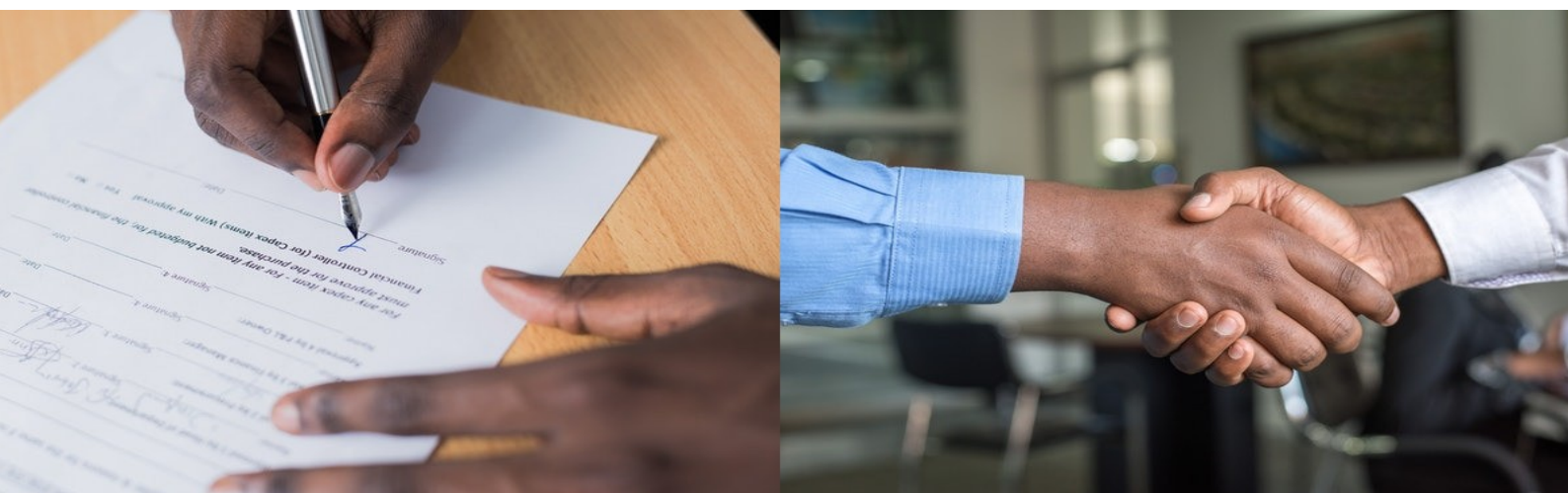# Cerebro **Services**

SERVICE LEVEL AGREEMENT

Version 1.0 | April, 2020

OVERVIEW

This Agreement represents a Service Level Agreement (Agreement) between *Cerebro Technology Limited* (Service Provider) and _____ (Client).

This Service Level Agreement is valid for a duration of _____ and effective from _____.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

GOALS AND OBJECTIVES

The purpose of this Agreement is to ensure that all necessary elements are in place to ensure that services are provided appropriately and efficiently. It will also serve as a means of accountability and be a reference for the description of the service as well as the roles/responsibilities.

SERVICE AGREEMENT

This section highlights the scope of the agreement, client requirement as well as service management.

SCOPE

- The scope of this Agreement is for the Service Provider to provide a _____ to the Client which will _____ over a period of time.
- The duration for the provision of this service shall be from _____ to _____.
- The Service Provider must ensure that this service is proffered efficiently.
- The Service Provider will act as the primary provider of this service.
- The cost of this project is _____ amount per _____ totalling _____.
- The terms of this Agreement will not take effect and the Service Provider will not provide said service until full payment is made regardless of whether the Effective Date has elapsed or not.
- The Service Provider shall inform the Client of any changes or circumstances that may alter the services being provided.

CLIENT REQUIREMENT

- The Client will be required to make the full payment of _____ before the service provider shall fulfill its service obligation. Payment is to be made to _____.
- The Client shall provide all necessary content, guidelines and critical information and assistance related to service performance that allows the Service Provider to meet the performance standards outlined in this document.
- The Client shall inform Service Provider of any changing business requirement that may lead to a review, adjustment or alteration of this Agreement.
- Client will provide review and feedback of the service rendered upon full delivery of the service and it will be contained in a single document detailing all the Client's observations.

SERVICE MANAGEMENT

AVAILABILITY

- In the delivery of this service, the Service Provider will be available ____hours/week in order to ensure efficient service delivery.
- If Client wants more time availability than the above stipulated, Client shall make extra payment per the Costing Guide and as agreed upon by both Parties.

CONDITIONS

- Early Termination of contract by the Client must be done with at least 72hours notice. Failure to give appropriate notice will lead to a breach of contract and will not attract a refund. Service Provider holds the discretion to issue a refund upon early termination.
- Where the Client wants to make alterations, additions or amendments, Client must give the Service Provider notice within reasonable time. Failure to do so may lead to a termination of contract and Client may not be entitled to a refund.
- Any addition of features after the initial agreement is likely to lead to a change in the scope of work and may lead to a change in costs and time at the discretion of the Service Provider.
- In a case where the Agreement is terminated or the terms/nature of service provided is altered without notice or mutual agreement, the Service Provider will not be liable and the Client will not be entitled to a refund.

SUPPORT AND COMPLAINT

In a situation whereby the Client requires support or wants to make a request or complaint, Client can reach out to Cerebro via support@cerebro.work and such will be attended to within reasonable time.

CONCLUSION

APPROVAL AND SIGNATURE

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Cerebro Technologies Limited	Service Provider		
(Client Name)	Client		