

## Enterprise Service Order Contract

This contract ("Agreement"), is entered into this October 01, 2024 by and between; **WorldLink Communications Ltd.** (hereinafter called "WorldLink") and **Creta Labs Pvt Ltd.** Manbhawan-5, Lalitpur (hereinafter called "Customer" and with WorldLink collectively referred to as the "Parties",

NOW THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth, the Parties agree as follows:

1. The Customer shall be fully responsible for the equipment that has been provided by WorldLink as per details mentioned in Equipment or Devices Provided. Any cost arising from damage or malfunctioning of the equipment shall be borne by the Customer. The Customer is fully responsible for the maintenance of its Local Area Network.
2. Except as provided herein, no Party shall be liable to the other for any delay in the performance or any non-performance of any of its obligations hereunder (and shall not be liable for any loss or damages caused thereby) where the same is occasioned by any cause whatsoever that is beyond its control including but not limited to an act of God, war, strike, lockouts, industrial disputes, civil disturbance, requisitioning, governmental or parliamentary restrictions, prohibitions or enactment's of any kind, import or export regulations, exchange control regulations, breakdown of machinery, fire, under water cable cuts or accident, shipwrecks, non-availability of vessels or transport.
3. Either Party may terminate this contract during the contract period with prior notice of 30 days. However, this clause will not be applicable in case of non-payment of the dues.
4. This Agreement shall be valid for minimum 12 months and shall renew automatically at the end of the expiry period annually unless customer requests modifications / review /of the Service provided through a written request communicated to the other party at least 15 days in advance.
5. Customer accepts the terms and conditions set by Nepal Telecomm Authority including operating VoIP or voice services banned by the authority. If the customer is found involved in activities which violates the norms, the account will be terminated immediately. Customer is solely responsible for such violations and WorldLink shall bear no responsibility in such case.
6. WorldLink may immediately terminate this agreement if: (a) Customer is involved with fraud or attempted fraud or any other criminal offence or illegal activities in connection with the use of the Services; (b) Customer fails to pay the charges within thirty (30) days of the date of the relevant invoice.

For and on behalf of:



**WorldLink Communications Ltd.**

Name: Mr. Kabiraj Thapa Magar  
Designation: Sales Supervisor  
Address: Kupondole, Lalitpur



Witness

Name: Mr. Basudev Prasad Pathak  
Designation: Enterprise Sales Executive

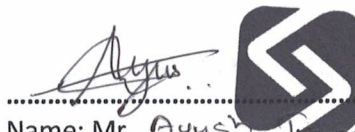
For and on behalf of:

**Creta Labs Pvt Ltd.**



**Creta Labs**

Name: Nischal Norsingh Rana  
Designation: Chairman  
Address: Manbhawan-5, Lalitpur



**Creta Labs**

Name: Mr. Ayush Jaisraker  
Designation: Administrative Officer

The Contact information of both the parties will be as under and charges details are provided below:

**WorldLink Information:**

|   |  |
|---|--|
| <b>Company Name :</b> WorldLink Communications Ltd. |  |
| <b>Register Address :</b> Jawalakhel, Lalitpur      | <b>VAT/PAN Number:</b> 3000732501  |
| <b>Attn. :</b> Mr. Basudev Prasad Pathak            | <b>Agreement No.:</b> C0478-WLENT-201  |
| <b>Tel :</b> +977-1-5523050 / Ext:3124 / 9841818225 | <b>Support Hunting Line:</b> 9801523061  |
| <b>Email:</b> basudev.pathak@worldlink.com.np       | <b>Email:</b> <a href="mailto:enterprise.support@worldlink.com.np">enterprise.support@worldlink.com.np</a> |

**Customer Information:**

|  |   |
|--|---|
| <b>Organization Name:</b> Creta Labs Pvt Ltd.  |   |
| <b>Register Address:</b> Manbhawan-5, Lalitpur | <b>VAT/PAN Number:</b> 621202160              |
| <b>Province/District:</b> Province 3           | <b>MNC/RMNC:</b> Lalitpur Metropolitan        |
| <b>Org Nature:</b> IT and Outsource            | <b>Locality/Street:</b> Manbhawan-5, Lalitpur |
| <b>Technical Contact:</b> Ayush Tamrakar       | <b>Finance/Admin Contact:</b> Ayush Tamrakar  |
| <b>Tel :</b> 9861666447                        | <b>Tel:</b> 9861666447                        |
| <b>Email:</b> ayush@mokshya.io                 | <b>Email:</b> ayush@mokshya.io                |



**WorldLink Communications Ltd**

Signature \_\_\_\_\_

**Creta Labs Pvt Ltd.**

Signature \_\_\_\_\_



## 1.0 SERVICE DESCRIPTION AND CHARGES:

| S.N | Location              | Bandwidth  | Monthly Charge (NRS) | Connection                | Circuit ID                          | Remarks               |
|-----|-----------------------|------------|----------------------|---------------------------|-------------------------------------|-----------------------|
| 1.  | Manbhawan-5, Lalitpur | 40/40 Mbps | 21900.00             | Ftfe Premium Active Fiber | C0478-K01-01(P)<br>C0478-K01-02 (S) | Internet Connectivity |

## 2.0 CHARGES:

### 2.1 Installation Charge:

Edgecore Switch 1 Unit Rs.15500.00

**Total Installation Charge Rs.15500.00**

### 2.2 Monthly Recurring Charge:

▪ Internet Usage Charge: Rs.21900.00

**Total per Month**

**Rs. 21900.00**

**(Twenty One Thousand and Nine Hundred Rupees Only)**

### Terms and Conditions:

- Tax applicable as;
  - Vat 13% over 10% TSC on internet usage charge.
  - Vat 13% on installation, equipment and leased charges.
- Monthly Payment in Advance.
- All the installed devices and equipment which are not sold will remain as the property of WorldLink.

## 3.0 TECHNICAL SUPPORT

Enterprise Support Department  
Hunting line: 9801523061  
[enterprise.support@worldlink.com.np](mailto:enterprise.support@worldlink.com.np)

- ONU Router - 1Unit Property of worldlink Communications

WorldLink Communications Ltd

Signature

Creta Labs Pvt Ltd

Signature