



Automated Technologies, Inc.

MAKATI: 5600 Sergio Osmena Highway, Makati City, Philippines • Telephone(63 2) 831-8796 • Fax(63 2) 833-3116  
CEBU: 12/F 2Quad Bldg., Cardinal Rosales Ave. Cebu Business Park, Cebu City • Telephone (63 32)479-2134•  
DAVAO: HQ 4/F Topaz Tower Centre, Damosa IT Park, J.P. Laurel Ave. Lanang, Davao City •

October 2, 2025

**LARRY JUN R. PAHILACAN**  
**INFORMATION TECHNOLOGY OFFICER II**

**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FO XI**  
**SUAZO ST. COR. MAGSAYSAY ST., POBLACION, DAVAO CITY**

*Subject: Ruijie Proposal*

**Dear Sir Larry,**

*Thank you for considering Automated Technologies, Inc. (ATI) for your IT requirements. As a complete solutions provider, Automated Technologies Inc. is uniquely positioned to address your specific requirement.*

*ATI has been in the industry since 1993 and has proven track record of successful implementation on a full range of technology requirements of the country's largest enterprises. We provide end-to-end solutions such as IT works, systems and high availability, network infrastructure, security and operational services to name a few.*

*As a growing system integrator, ATI regularly updates and adapts the latest technology in our offering. Ensuring that our company is at par with what the market demands.*

*Should you have any concerns about our proposal, please do not hesitate to reach the undersigned.*



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**INVESTMENT DETAILS: SUPPLY AND DELIVERY**

SKU	DESCRIPTION	UNIT PRICE(PHP)		QTY	TOTAL PRICE (PHP)	
RG-EG1510XS	Reyee High-Performance Cloud Managed Router	PHP	35,000.00	1	PHP	35,000.00
RG-RAP2260(G)	AX1800 Wi-Fi 6 Dual-Band Gigabit Ceiling Mount Indoor AP	PHP	9,000.00	20	PHP	180,000.00
GRAND TOTAL (VAT INC.)					PHP	215,000.00

**Note: DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FO XI will coordinate directly with Ruijie for any technical support.**



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## **Service Level Agreement**

### **Automated Technologies**

### **For**

## **NEW CITY COMMERCIAL CORPORATION**

### **TERMS OF AGREEMENT**

The initial term of this Agreement shall commence upon the receipt of relevant Purchase Order (PO) from Customer and shall end on the date as indicated in the PO (depending on which service the Customer has purchased). If a Maintenance PO specifies a specific start and end date of the relevant maintenance term, these dates shall be followed.

### **Section 1: Services Included**

#### **1.1 Technical Support - Level 3 – Ruijie**

##### **Standard Warranty Terms**

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The following describe the warranty terms are generally applicable to Ruijie Networks products.

##### **Warranty Scope:**

The warranty exclusively defines Ruijie Networks obligations (and hence the customer's rights) in case of defects of Ruijie Networks products ("Products"). Different policies may apply for different types of Products. Warranties generally include a remote technical support during business hours ("BHS" as defined below) for a limited period as set out below and software updates, but exclude any of the additional benefits that are available to customers that enter into a separate service support contract. Warranties as described in this document do not apply to third party hardware or software that Ruijie Networks may provide in combination with or as part of the Products. Such third-party hardware\*<sup>2</sup> and software\*<sup>3</sup> may however be covered by such third party's warranty terms.

Unless otherwise agreed, warranty rights are not transferable, i.e., they apply only to the original End Customer.

##### **Warranty Period and Start Date:**

A warranty is available during a specific time period (the "Warranty Period") commencing from the Warranty Start Date. The Warranty commences from the date of shipment to customer by default if there is no other valid warranty document provided except the product bar code. (And in case of resale by a Ruijie Networks Authorized Reseller or Value-Added Partner, not more than 90 days after original shipment by Ruijie Networks. For Reyee series products, not more than 180 days after original shipment by Ruijie Networks.).



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Valid warranty document:

- (1). A product warranty card must indicate the distributor name, product name, model, product number, and purchase date.
- (2). A formal invoice that carries the stamp of the tax authority.
- (3). A product bar code must be clear, integral, and free of revision.
- (4). Ruijie certified sales contract and the warranty terms on product packing are valid.

Warranty period starts from:

- (1). The date indicated on the warranty card that is available on purchase.
- (2). Proved invoice date.
- (3). Warranty start date under the sales contract.
- (4). 90 days (180 days for Reyee series products) after the delivery date indicated on the product bar code if none of above is available.
- (5). The latest warranty start date cannot exceed the product's End of Life(EoL) Date.

**Business Remote Hours Support (BRHS):**

Remote technical assistance includes technical consultation, troubleshooting and bug fixing. Such technical assistance is provided by Ruijie TAC or Ruijie IBD Post sales during 9:00 a.m. - 23:00 p.m.(UTC +8) from Monday to Sunday via both online live chat (<https://www.ruijienetworks.com/rita>) and Ruijie Service Portal (<https://caseportal.ruijienetworks.com/>), and we are having an 24\*7 Online Support chat via RITA at <https://www.ruijienetworks.com/rita> on low severity support.

**Standard Hardware Warranty:**

Products sold by Ruijie Networks regionally will entitle for Warranty Period of thirty-six (36) months. Ruijie provides a 1-year warranty for the power adapter included with Reyee series devices. The warranty start date is consistent with the device warranty start date based on the device S/N (Serial number). During the Warranty Period, Ruijie Networks will replace faulty hardware with refurbished or new equipment in the case the hardware cannot be repaired. For standard as well as extended hardware Warranty, the 'Return for Repair ("RFR") policy which aims to ship the replacement Product in fifteen (15) Calendar Days ("15CD-Ship") \*4 after receipt of the faulty Product at the local Ruijie Networks Spare Parts center will apply.

## Section 2: Account Management

- Account Review Meetings
  - Review of SLA
  - Discussion of activities and service
  - Recommendation



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## **Section 3: Service Exclusions**

### **3.1 Optional Services**

Increase in the scope of work that is considered outside the statement of work on which a contract is based, requires a change in the contract cost or price. Equipment, tools, parts and services used outside the normal coverage may be charged to the client.

Special requests, planned activities outside scope of support will fall under the given parameters below:

- Enhancements or any configurations needed in the equipment to provide or enable functionality not included in the original system set-up or acceptance criteria.
- Training – other knowledge transfer and training outside the scope of product or services
- Research and Development – research and testing of Emerging Technologies, qualification, and endorsement to Release Management for possible rollout.

### **3.2 Maintenance Exclusions**

- Major scripting or programming of any kind.
- Any data migration.
- Relocation of equipment
- Support activities and/or other equipment not explicitly stated in the Acknowledged Proposal, PO, or Contract.
- Correction of errors or defects in any of the following conditions:
  - Errors or defects caused by any other hardware or software other than in accordance with recommended operating procedures
  - Errors or defects caused by the failure of any person to provide suitably qualified and trained operating and technical staff for operation of the Equipment.
  - Errors or defects that results in the performance of the equipment significantly deviating from the functionality
  - ty described in the Software documentation.
  - Errors resulting from any modifications of the configuration made by any person other than ATI/Partner/Distributor.



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- Errors caused by operation of the equipment other than in accordance with normal commercial practice or in combination with hardware, programs or services not authorized by vendors/partners.
- Errors caused by the negligent use, misuse, or abuse of the equipment.
- Errors or defects caused by natural or human forces such as fire, flood and other related incidents.
- Install, Move, Add, Change, and Decommission activities which are not related break fix tickets which need resolution.

### **TERMS AND CONDITIONS:**

**Price :** Prices quoted are in PHP currency and Inclusive of 12% Value Added Tax.

**Validity:** Prices quoted herein are valid until \*October 30\*, otherwise subject to change without prior notice but is protected after PO is received.

**Payment Terms:** 30 Days upon delivery

**Cancellation:** All orders are firm and non-cancellable

**Delivery Lead Time:** Sixty (60) to Ninety (90) working Days for delivery after receipt of purchase order.

**Support:** All Service Call requirement of CUSTOMER during Business Hours shall be reported to ATI's Help Desk through contact numbers below.

Phone: 8857-1888 or E-mail: servicedesk@atiph.net

**For Hardware:** The Equipment / Hardware subject of this proposal shall be subject to standard warranty of **Ruijie**.

#### **For Software licenses and Software subscriptions**

The software product/software subscription offered in this proposal is provided by principal and is subject to the terms and conditions of **Ruijie** End User License Agreement/or equivalent document. ATI does not provide any warranty or any guarantees with respect to the software product/services and shall not be responsible for any losses or liabilities arising from the use of the software product.



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### **Limitation of Liability:**

Except in case of gross negligence, or bad faith, fraud, or whenever the loss, damage or injury suffered by the **NEW CITY COMMERCIAL CORPORATION** is attributable to **ATI**, ATI shall not be liable to the Customer or any other person for any claim of damage arising, directly or indirectly, from the furnishing of services or equipment pursuant to this Agreement or from interruption or loss of use thereof, or from any other cause. Under no circumstances shall ATI be liable for special or exemplary damages nor shall it be liable for consequential damages, including but not limited to, loss of anticipated profits or other economic loss in connection with the services to be rendered hereunder. Under no circumstances shall ATI 's aggregate liability to the Customer exceed the amount equivalent to the total contract price, by way of losses, damages and penalty. In case of conflict in and among the terms of the Agreement (that the client would prefer to execute), PO and/or ATI's proposal, this provision on limitation shall prevail.

This proposal shall form as an integral part of the PO/Agreement/Contract that may be executed between Automated Technologies, Inc. and the **NEW CITY COMMERCIAL CORPORATION** and in case of conflict, the terms and conditions of this proposal shall prevail.

By affixing your signature in the space provided below, you attest that you have full authority to legally represent and bind your company for this purpose. As such, ATI will consider this conforme as a firm purchase order (PO). The subsequent issuance of PO or delayed thereof should not affect the obligation of your company to pay ATI the total amount due to it. If for any reason the official purchase order is delayed, this document will be the basis for payment to ATI based on the above agreed terms and conditions.



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We hope you find everything in order. Should you have additional clarification points, please do not hesitate to contact us. Rest assured of ATI's commitment to provide you the necessary products and services in realizing **NEW CITY COMMERCIAL CORPORATION'S** projects.

Thank you for your continued interest with ATI. If there are any questions, please get in touch with me.

Yours truly,

**AUTOMATED TECHNOLOGIES INC.**

**CONFORME:**

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**Justvel May Apale**

***Account Manager***

Automated Technologies Inc.

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