
SERVICE LEVEL AGREEMENT

entered into between

THEPA TRADING 684CC

(hereafter referred to as the "Service provider")

Company registration number: 2010/121971/23

Herein represented by JL Myburgh in his capacity as Managing Director being duly authorised thereto

and

TSWELOPELE LOCAL MUNICIPALITY

(hereafter referred to as the "Client")

Herein represented by Tshemedi Lucas Mkhwane in his capacity as Municipal Manager being duly authorised thereto

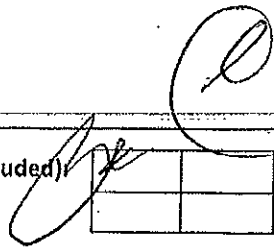


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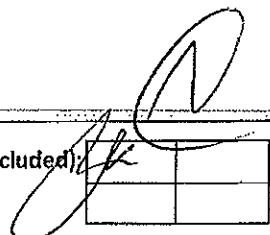
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Standard Client Service Level Agreement

23.11 Any services rendered by the Service Provider which are not specifically and expressly contemplated in this agreement are additional services, and the

estimated fees relating to such additional services shall be communicated to the client in writing.

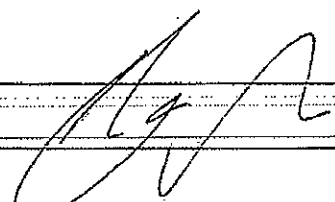
ANNEXURE A – SERVICE PROVIDER AND CLIENT DETAILS

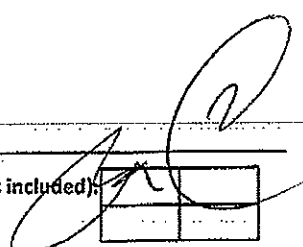
Service Provider Addresses:	
Physical Address	64 President steyn street, Bloemfontein 9301
Postal Address	
Telephone number	051 430 9004
Cell Phone Number	082 805 7116
Fax Number	0866090543
E-Mail Address	wickus@thepagf.co.za Kelvin@thepagf.co.za

Physical Address	Bosman Street Civic Centre Bultfontein 9670
Postal Address	PO Box 3 Bultfontein 9670
Telephone Number	051 853 1111
Cell Phone Number	082 445 3728
Fax Number	051 853 1332
E-Mail Address	skaza@tswelopele.org
VAT Number	4000846487

Service Provider Representative:	
Name	JL Myburgh
Position	Managing Director

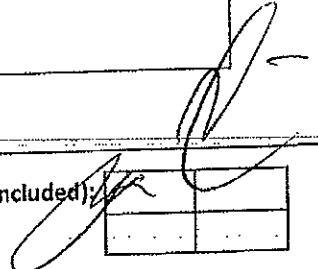
Client Representative:	
Name	Tshemedi Lucas Mkhwane
Position	Municipal Manager





ANNEXURE B	SERVICES TO BE PROVIDED BY THE SERVICE PROVIDER
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Effective date	1 August 2015
Termination date	30 June 2018
Description of services to be delivered by the Service Provider	<p>Installation of Office automation Equipment and servicing of office equipment.</p> <p>Setup of Software Sever for management of Office Automation Equipment.</p> <p>Technician response time on Service level agreement will be 2 Hours as from call is logged</p> <p>Courtesy calls to be done when technician is in area.</p> <p>Tswelopele to be listed on Platinum Service level Agreement</p> <p>If there is damage to machine from Lightning , Earth spikes ,Floods,fire all damages to be claimed from client insurance .</p> <p>Malicious damage to machine will be at the client on cost.</p> <p><u>Please find attached Service Level Agreement.</u></p>



ANNEXURE C

PROJECT PLAN

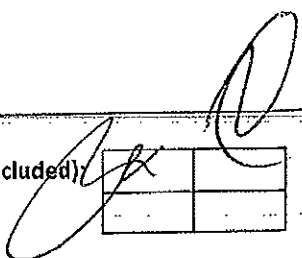
Mono Machines to be installed on 28 July 2015 as per survey conducted with IT Manager.

Colour machines to be delivered at Thepa trading office 15 August 2015 as there is a big demand for this Series of Colour Office machines.

Management software to be installed after all Hardware is installed and all working.

All Machines will be new machines and a counter list will be provided with every installation document with an reading of 0 which will be signed by technician and Client

Please initial here (witnesses included)

Standard Client Service Level Agreement

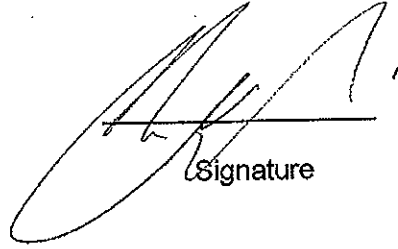
THUS DONE AND SIGNED at _____ by the Service Provider on this the ___ day of _____

JL. Myburgh

Managing Director

[Full name]

[Position]



Signature

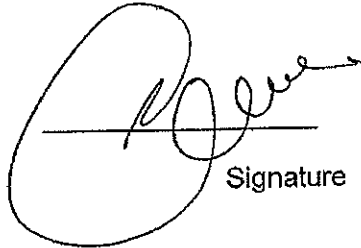
For and on behalf of Thepa Trading 684CC and duly authorised thereto.

AS WITNESS:

THUS DONE AND SIGNED at _____ by the client on this the _____ day of _____

[Full name]

[Position]



Signature

For and on behalf of the client and duly authorised thereto.

AS WITNESS:

