

LogWiz IT Automation Consultants registered as Emperor Software and Design CC

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076 0850 990

Website Maintenance Agreement

WEBSITE MAINTENANCE AGREEMENT

Company Name:

Representative:

Phone:

Fax Number:

Email:

Physical Address:

Postal Address:

SUMMARY

This Website Maintenance Service Level Agreement (SLA) is a service agreement between

(hereinafter referred to as the "Customer") and LogWiz IT Automation Consultants (hereinafter referred to as the "service provider"). This document defines the minimum performance measures at/or above which the service delivered is considered acceptable.

1. Definitions

1.1. "Maintenance Service Fee" shall mean a rate paid by the customer for website maintenance and maintenance related support. This fee is paid monthly, in advance. The fee depends on the selection of the maintenance level upon application.

1.2. "Website Maintenance" shall mean basic website changes and additions and does not including Server Side Scripting, Photography, Graphic design or Database modifications.

1.3. "Server Side Script" shall mean a program that is processed on the server, before the information ever reaches the user's computer. These programming languages include but are not limited to PHP, ASP and ASP.NET.

1.4. "Term" shall mean the initial (12) twelve month term of Website Maintenance after election by customer.

1.5. "Renewal Term" shall mean any (12) twelve month term of Website Maintenance services elected by customer subsequent to the Term.

1.6. "Software" shall mean any artwork manipulation programs, coding programs, procedures, rules, and any associated documentation pertaining to the operation of a website. For example a website, Content Management System, 3rd party applications like Forums, Blogs etc.

2. Website Maintenance Agreement Term

The term of this agreement is a (12) twelve month term. The renewal term will automatically start once the term has lapsed unless termination has been received.

3. Website Maintenance Agreement Termination

3.1. The term or renewal term can be terminated as per a 30 day cooling off period after the commencement or renewal date of the agreement. Notice of this termination must be made in writing.

3.2. If the customer terminates the agreement prematurely to its term, then any unpaid Maintenance Service Fee's will be invoiced based on the longest serving level.

4. Amendments to Contract

The Level of your Website Maintenance Agreement can be modified by giving 30 days' notice in writing.

5. Customer Responsibilities

5.1. Obligations

The customer agrees to provide LogWiz IT Automation Consultants with reasonable access to all necessary personnel to answer any questions about any problems reported by the customer regarding the Software. Customer also agrees to promptly implement all updates provided by either a 3rd party or LogWiz IT Automation Consultants if requested.

When requested and necessary, the customer shall provide LogWiz IT Automation Consultants in writing a reasonable description of the maintenance required along with any additional information or software required to complete the Website Maintenance.

5.2. Primary Contacts

The customer shall appoint one (1) individual within customer's organization to serve as primary contact between the customer and LogWiz IT Automation Consultants and to receive support through LogWiz IT Automation Consultants's telephone support center. All of the customer's support enquiries shall be initiated through these contacts and logged internally.

6. Level of Support

For 99% of the time LogWiz IT Automation Consultants will start work on your Website Maintenance within (2) working days of receiving the request.

7. Error Correction

Upon identification of any Website Maintenance error, the customer shall notify LogWiz IT Automation Consultants of such error and shall provide LogWiz IT Automation Consultants with a problem report and enough information to reproduce the error. LogWiz IT Automation Consultants shall use its reasonable efforts to respond to problem reports.

LogWiz IT Automation Consultants shall begin to correct any reproducible Website Maintenance errors in the Software attributable to LogWiz IT Automation Consultants with the level of effort commensurate with the error within one (1) business day. LogWiz IT Automation Consultants shall not be responsible for correcting any errors not attributable to LogWiz IT Automation Consultants .

8. Go Live Policy

No software, error correction or modification will go live on Fridays unless otherwise agreed upon. Support is limited over the weekend and this policy is designed to reduce the risk of critical errors over this period.

9. Increasing Charges

LogWiz IT Automation Consultants may increase the Annual Charge, Normal & Abnormal Hourly Charges as set out in this Agreement by giving 14 days' prior written notice to take effect at the end of the notice period. In such an event, the Customer may terminate this Agreement before the end of the said notice period by a written notice to LogWiz IT Automation Consultants .

10. LogWiz IT Automation Consultants Contact Information

Website Maintenance service is available Monday through Friday 8 a.m. - 5 p.m (GMT+2)

Phone: 0760850990

Email: paul@logwiz.co.za

Web: www.logwiz.co.za

11. Different Support Levels

- Level A 1 Hour per month = R650 per hour
- Level B 2 Hours per month = R600 per hour
- Level C 3- 4 Hours per month = R550 per hour
- Level D 5 – 6 Hours per month =R500 per hour
- Level E 5 – 9 Hours per month =R450 per hour
- Level F 10 or More Hours = R400 per hour

Customer preferred Support Level.....

The undersigned agrees to the terms of this agreement on behalf of his or her organization or business.

On behalf of the customer (authorized signature)

Date

On behalf of LogWiz IT Automation Consultants (authorized signature)

Date