

Client Details

Registered Name : _____

Registration Number or ID : _____

Trading Name : _____

Vat Number : _____

Physical Address: (The Site) _____

Code: _____

Postal Address: _____

Code: _____

Tel: (_____) _____

Fax: (_____) _____

Cell: (_____) _____

Contact Person : _____

E-mail address: _____

Maintenance**Service Level Agreement Standard at R350.00 pm**

- **Up to 4 PC's**
- 1 Hr. on site support pm.
- 2 Hr. telephonic support pm
- Max response time to site **48 Hrs.**
- Unlimited support via email
- Reduced Call-out fees @ **20%** discount
- Loan equipment for warranty claims
- Delivery & Installation / setup free (max **1hr**)
- Annual Hardware audit including network (lite)

Service Level Agreement Advanced at R599.00 pm

- **Up to 12 PC's**
- 2 Hr. on site support pm.
- 4 Hr. telephonic support pm
- Max response time to site **24 Hrs.**
- Unlimited support via email
- Reduced Call-out fees @ **20%** discount
- Loan equipment for warranty claims **& repairs**
- Delivery & Installation / setup free (max **2hrs**)
- Annual Hardware audit including network **& servers** (standard)
- Annual Internet & Email security audit and report.
- Annual Independent Anti Virus & anti Spyware check and report.
- **New IT Hardware at Cost plus 10%**

Additional PC's @ R35pm/PC - Indicate # of PC's

Terms and conditions apply (see attached document)

Service Details

Standard Terms and Conditions apply. Webstorm will endeavor to meet the benefits described. Subscribers to this service agree that Webstorm and its employees and management will not be held responsible for matters not within their control. Subscribers furthermore agree that service measurements will only apply to service requests that are logged and ticket numbers obtained from the Webstorm call center and that the logging of such requests will only be done during the operational times of the call center during week days.

The obligation to supply service will be suspended should the monthly subscription fees not be paid within 7 days from the due date as stipulated in the debit order instructions. Resumption of service will take place after all due fees are settled and all debit order information is current. Subscription fees are payable monthly in advance. Webstorm reserves the right to terminate service unilaterally without providing reasons for the termination.

Please initial each page and sign the standard terms and conditions attached and fax to **086 522 6989**.

Declaration and Instruction:

On the acceptance of this application, I / we hereby request, instruct and authorize Webstorm cc to debit my / our bank account detailed hereunder all amounts becoming due on a monthly basis and to continue uninterrupted until this debit order is cancelled in writing and according to the terms and conditions governing the agreement. I/we have read, understand and agree to be bound by the terms and conditions and declare that the information given is true and correct. I/we hereby consent to Webstorm cc credit vetting the application. I/we agree to pay any penalty bank charges relating to this debit order instruction.

Banking Details

Account Name: _____

Bank Name: _____

Branch Name: _____

Type of account: Cheque Savings Transmission

Bank Account Number: _____

Branch Code: _____

Authorized Signature : _____**Date:** _____ dd / mm / yyyy

Please supply:

Copy of ID (Signatory) and Letterhead (Companies only)

Webstorm contact details**Webstorm** (Pty) Ltd.

Call centre 0861 101527

Call centre Fax 086 522 6989

Support e-mail support@webstorm.co.za

Accounts e-mail accounts@webstorm.co.za

Postal Address : P O Box 10444, Ashwood, 3605

Website : www.webstorm.co.za

Office use only

Activation By: _____ Signed: _____ Date: _____ dd / mm / yyyy

 Database Updated Package Activation Bandwidth Alco Client Billing Debit order Invoicing

Webstorm Maintenance Contract

Terms and Conditions:

1. On Site support: the on site support will be for a maximum hours as stipulated in the subscriber agreement and will be measured in half hour (thirty minute) segments. Any one call out for support on the site will not be less than one segment of thirty minutes albeit part thereof. Time in access of one segment will be measured in segments of thirty minutes albeit part thereof. Clients will be required to sign a Job Card indicating the time spend at the site, the work done and the completion albeit not of the work required. Any hardware supplied other than loan units, will be for the account of the subscriber.
2. Telephonic support: The subscriber may at his/her convenience call the national call center number, 0861101527 during times of operation for telephonic support. If the support staff cannot resolve the issue it may be escalated to a senior engineer for further telephonic support. The duration of such support will be reflected on a ticket created by the Webstorm call center and the conversation will be recorded for reference. The maximum time of the cumulative support per calendar month will be as reflected by subscriber agreement and the subscriber agrees that any additional time spend will be for his/her account and will be billed at a rate of R250.00 (two hundred and fifty rands) per hour. Billing will be done at increments of thirty minutes or part thereof.
3. The maximum response time: the maximum response time as per the subscriber agreement will be from the time that the request is logged at the call center. Requests can be logged during the operational time of the call center and the response time will be measured excluding Saturdays and Sundays. Failure of Webstorm to meet the response times will result in the subscriber not being debited for the time spend at the site or alternatively, after the initial on site time has been used in any one month, the subscriber not billed for the site visit. This provision excludes: (i) any material or hardware save loan equipment used to resolve issues. (ii) matters that are out of the control of Webstorm that may cause any delays to respond timeously as per the subscriber agreement.
4. Loan equipment: where available and possible, Webstorm will endeavor to assist the subscriber by supplying loan equipment whilst warranty claims are addressed. Webstorm will under no circumstances be obliged to supply loan equipment nor warrant the performance of such equipment, nor be held accountable for loss, direct or indirectly caused by the use of such equipment and the subscriber, by signing this document will indemnify and hold Webstorm unaccountable for any such loss.
5. Delivery and installation / setup fees, where equipment is purchased either individually or as a part of a solution will be delivered and installed / configured free of charge by Webstorm subject to: (i) installation and the configuration or setup of the equipment not requiring any additional equipment, wiring or trunking being installed (ii) this provision expressly does not include the supply, installation and or configuration of software programs or packages, the backup of data or any third party equipment or software. The time allotted for this service is as stipulated in the subscriber agreement.
6. Annual Hardware audit including network ; will be conducted at a time that Webstorm will agree to and will be done during normal working times. The "lite" version will include the scanning of PC's for hardware faults, software conflicts and required upgrades as per the software automatic update facilities, the settings required for the LAN to function. . In addition, the "standard" version will include the standard anti Virus and Anti Spyware scans as deemed fit by Webstorm as well as the scanning of company servers that are located on the site. This services will generate a report and Webstorm will not be responsible to fix the problems that are found. Findings and recommendations as per the report are for evaluation by the client or his/her appointed IT person(s) only.
7. Where applicable and according the subscriber agreement, Webstorm will supply hardware relating to the subscriber's IT environment, at the cost to Webstorm plus 10% (ten percent). This facility is subject to Webstorm price list from approved suppliers and the availability of the required equipment. Suppliers standard terms and conditions, warranties and guarantees apply and Webstorm will not be responsible for the replacement or repairs to the equipment and or hardware supplied.