

SERVICE LEVEL AGREEMENT

This Service Agreement is made and entered by and between

Realiscape Marketing
and

as well as the _____ as a whole, hereafter referred to as 'the client'.

REQUIREMENTS

- Website
- Email
- Domain
- Hosting

To provide and maintain the above requirements, in order to satisfy the client's needs.

Updating; revising; editing and/or modifying (adding/removing) of the above as and when required by the client periodically, by either applying it to the design; search engines and/or connectivity.

1) WEBSITE MAINTENANCE

- I, an official representative of the client, hereby authorize Realiscape Marketing to commence maintenance of the _____ websites, on a monthly basis, subject to the terms and conditions, as below.
- The client has the option of taking a monthly maintenance contract as per clause 1(c) below or on a hourly bases as per clause 6(vi)(b).
- Two (2) hours of maintenance of all text; links; emails and pictures, related to web design, will be performed each month at a charge as explained in clause 6(vi)(a)
- If more then the agreed two (2) hours, as per clause 1(c) above, is used in any month, it will be added to the client's monthly invoice, at a charge as explained in clause 6(vi)(b).
- Should a client request a database on any of the packages excluding clause 6(iv) e-commerce, the rate applicable will be as per clause 6(vi)(b).
- This work is to be requested in writing by the client and to be logged and signed by both parties. No work extending beyond the agreed hours above is to be undertaken without prior approval by the client.
- The allocated diskspace and bandwidth for web hosting is as explained in clause 5.
- Diskspace and Bandwidth Overages will be charged as explained in clause 5.
- Any new developments that the client may request, will be assessed and quoted as per requirements.

2) MAIL MAINTENANCE

A mailbox is to be created and maintained for each and every email account requested by the client. A mailbox can hold an email address and an unlimited number of aliases, with each alias pointing to its corresponding mailbox.

The total number of mailboxes is subjected to the monthly allocation in diskspace and bandwidth, as per clause 5. Should it exceed the limit, the rates in clause 5 will be applicable.

3) DOMAINS

Annual registration of _____ domains is to be invoiced separately and to be charged at the going rate, at time of invoicing.

4) TERMS AND CONDITIONS

- a) Maintenance will commence upon Realiscape Marketing's receipt of an official signed copy of this agreement by the client. If the option of a maintenance plan is selected (as per clause 6).
- b) No amendment, cancellation or waiver of any terms or rights referred to herein shall come into effect or binding to, unless reduced to writing and signed by an official representative of both parties.
- c) A monthly fee will be charged (as per clause 6) for the total cost of the Design/Website over a time period of five (5) years.
- d) Thirty (30) days notice is required in writing for the cancellation of this agreement.
- e) If cancellation of this agreement is received before the time limit of 5 years, the total amount still outstanding for the Design/Website will be discussed and finalised between both parties
- f) Upon receipt of the full payment, Realiscape Marketing assigns the copyright for all the designs and artwork used, excluding those already under copyright and will supply the client any artwork as required by the client.
- g) Realiscape Marketing can retain possession of one copy of any artwork to be used by Realiscape Marketing as a part of the portfolio for business promotional efforts. The artwork shall at all times bear the following copyright notice "COPYRIGHT © _____".
- h) All rights not expressly granted in this agreement remain the exclusive property of Realiscape Marketing.
- i) All information received from the client, will be treated as confidential and private.
- j) All usernames and passwords, as well as any similar information needed to access, use or maintain the websites; domains; emails will be provided to the client when asked for, in writing from an official representative of the client, and remain the property of the client.
- k) The client will be provided unlimited email addresses limited (as per clause 5), for the purpose of staff and normal business activities.

5) WEBSITE AND EMAIL HOSTING

Disk space is calculated by the overall size of the files hosted on the server, to accommodate _____ mailboxes and web files.

Bandwidth is the accumulated upload and download of mail and/or browsing (ftp; updates; receiving and sending of mails and/or files; etc) through the Internet.

Overages are calculated by the total bandwidth and/or disk space used throughout the month, less the limitation as specified.

We, as an ISP, are not in a position to regulate the client's usage, but we can 'control' it by means of a proxy whereby you, as the client, inform us what IP numbers can or cannot have access to what, on the Internet. This is an added service provided by us to the clients. This is beneficial in a company where people tend to abuse services, and therefore need to be controlled. For more information please contact us.

OPTIONS:

| | | | | | | | |
|---------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Diskspace/MB: | 5 | 10 | 20 | 50 | 100 | 200 | 500 |
| Bandwidth/MB: | 20 | 100 | 250 | 500 | 1000 | 2000 | 5000 |
| Fee/R pm: | 10 | 15 | 30 | 75 | 120 | 200 | 400 |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- Overages Diskspace per Megabyte - R0.80/MB
- Overages Bandwidth per Gigabyte - R40.00/GB

6) WEB PAGE PACKAGES

- i) **Light:** From R15/m
- Smallest available package.
 - A one page website, limited to Disk Space option.
 - The page will consist of the following: Text, Links, Images.
 - SEO optional. (See Below)
 - Maintenance plan optional.
- ii) **Basic:** From R105/m
- Basic available package.
 - A six page website.
 - The page will consist of the following: Text, Links, Images, Contact Form, Downloads, News Letters (PDF Format).
 - SEO optional. (See Below)
 - Maintenance plan optional
- iii) **Business:** From R210/m
- Available package for large business groups.
 - Includes Search Engine Optimisation (SEO).
 - A twelve page website.
 - The page will consist of the following: Text, Links, Images, Contact Form, Downloads, News Letters (PDF Format).
 - Maintenance plan optional.
- iv) **E-Commerce:** From R399/m
- Largest available package, price depends on data provided.
 - Includes Search Engine Optimisation (SEO).
 - A pay-pal integrated website.
 - Includes Database.
 - Page limit depending on Disk Space option.
 - The page will consist of the following: Text, Links, Images, Contact

Form, Downloads, News Letters (PDF Format).

- Maintenance plan optional.

- v) **Search Engine Optimisation (SEO): R50/m**
- Option which submits the website to a database of search engines

- vi) **Maintenance Plan** (as per clause 1)
- a) Contract Maintenance (total 2 hours/month) - R250.00/month
 - b) Maintenance Hourly Rate - R200.00/hour

7) TOTALS

The monthly total will be calculated by means of the following:

- Web Page Packages - R_____
- Website and email hosting: - R_____

- Total monthly fee: - R_____

Please note that the above rates are the going rates as at the time of this agreement.

Any other issues not agreed to, as per above, will need to be attended to by both parties and applied to and charged accordingly.

The above fees are subject to changes or to be reviewed as and when we are informed by our suppliers of such.

All the above fees exclude VAT.

Name & Surname - signature (the client) _____/_____/_____
date

Name & Surname - signature (Realiscape Marketing) _____/_____/_____
date

Name & Surname - signature (witness) _____/_____/_____
date

Name & Surname - signature (witness) _____/_____/_____
date