

Monitoring and Service Level Agreement for**COMPANY DETAILS**Company Name Company REG# Company VAT# Billing Address Suburb City Postal Code Postal Address Suburb City Postal Code E-mail Address Cellphone Phone (Work) **AUTHORIZED SIGNATORY DETAILS**Last Name Male Female Full Names Owner Employee Identity Number Title Prof Rev Dr Mr Mrs Miss Ms Residential Address Suburb City Postal Code E-mail Address Phone (Home) Cellphone Phone (Work) **BILLING CONTACT DETAILS**Last Name Male Female Full Names Cellphone E-mail Address **TECHNICAL CONTACT DETAILS**Last Name Male Female Full Names Cellphone E-mail Address **DOCUMENTS TO BE ATTACHED**

- **Copy of Company Registration Document** that confirms : Company Name, Registration Number and Physical Address
- **Copy of Authorized Signatory ID Document** that confirms : Name, Surname and ID Number

Monitoring and Service Level Agreement

1. PRE-AMBLE

- a. bitMON is a service division of BrothersIT
- b. BITMON(the product) is monitoring software that monitors servers and workstations periodically, that provides daily, weekly or monthly reports.
- c. The unlimited SLA means that no labour fee is charged for any work done on the covered device.

2. FEES

The monthly fee will be structured as follows:

<input type="radio"/> PC/Workstation Monitoring	@ R25 each	X	units	
<input type="radio"/> Server Monitoring	@ R250 per operating system each	X	units	
<input type="radio"/> Anti-Virus per device	@ R20 each	X	units	
<input type="radio"/> Web Protection per device	@ R35 each	X	units	
				Sub Total

The unlimited labour SLA will be structured as follows:

<input type="radio"/> PC/Workstation	@	each	X	units	
<input type="radio"/> Home PC/Workstation	@	each	X	units	
<input type="radio"/> Server	@	each	X	units	
					Sub Total

- Should this be the first contract between the parties, an initiation fee of **one month in advance** for all selected services will initiate this contract.

- The calculated travel fee will be:

The TOTAL monthly fee as per the selected items

3. BASIC SERVICES AND DELIVERABLES

- a. BrothersIT will monitor the client's computers and servers for items such as:
 - i. Disk Space Check
 - ii. Processor Queue Length
 - iii. Memory Usage
 - iv. Various Critical Windows Services
 - v. Hacker Check
 - vi. General Critical Events
 - vii. Backup Checks

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3. BASIC SERVICES AND DELIVERABLES CONTINUED

- b. Infrastructure Reports
 - i. The client will be sent a weekly or monthly report, depending on their choosing.
 - ii. The report will detail all of the environment's workstations and servers, in a table showing the general health of the assets.
 - iii. The table will show weekly any issues that were detected and when they were resolved, which will provide insight to the client on when issues were remediated/fixed.
- c. Software troubleshooting
 - i. Windows Operating system and related products
 - ii. Apple Operating system and related products
 - iii. Android /IOS and other cellphone related products
- d. Hardware troubleshooting
 - 1. Desktops
 - 2. Laptops
 - 3. Servers
 - 4. Printers / Multifunction Printers / Scanners
 - 5. Un-interruptable Power Supplies (Desktop & Server UPS only)
 - 6. Cellphonesw

4. CALLOUTS

- a. Should the client request/accept BrothersIT to fix/remediate any issues detected on their workstations/servers, this can either be done **on-site or remotely** at a fee. Please note our fees are structured in the following chapter.
- b. Should an intervention require a technician to be onsite, a job card will be opened to record the distance travelled, time arrived, time the job was completed and a general description of the resolution to the issue. All job cards are filled out as if the client is to be billed as normal.
- c. Should the client use order numbers, the job card will function as a **sales order** or **pro-forma invoice** and an order number should be issued. The client should then sign the job card and retain the top copy for their records.
- d. The job card will be converted into an **invoice**, and emailed to the client for payment. Should the client have an SLA in place, all labour will be 100% discounted.
- e. In general when requesting a call out in the morning, BrothersIT's response time will be that afternoon. When requesting a callout in the afternoon, BrothersIT's response time will be the next day.

5. SERVICE FEE STRUCTURING

- a. All Fees indicated or quoted are to be considered **excluding vat** unless specifically stated otherwise.
- b. Contracts/recurring services are invoiced in advance between the 20th and the last day of the previous month and payment is required as per the agreed upon period (which may be Cash on Delivery; 7 or 14 days from date of invoice; or 30days).
 - i. A 30 day account means that all the invoices for that particular month must be paid by the 30th of the same month.
- c. **Interest on overdue accounts will be handled as per the following:**
 - i. **A basic administration fee of R100 per month will be billed to the client for each month the account is overdue.**
 - ii. **Interest on overdue accounts/amounts will accrue at a rate of 10% per month, calculated daily.**

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5. SERVICE FEE STRUCTURING CONTINUED

- d. Standard SLA monthly fees are applicable as follows:
- i. Between R100 and R200 on home use per PC
 - ii. Between R200 and R300 on workgroup/peer to peer networks per PC
 - iii. Between R300 and R400 on domain networks per PC
 - iv. Between R500 and R700 on Windows Servers
- e. Calibration of a monthly fee may be effected by factors such as
- i. Age of equipment
 - ii. Complexity of installation
 - iii. Network configuration
 - iv. Servers
 - v. Specialised software
- f. Ad-hoc callout and labour fees are currently as follows:
- i. Tier 1 Labour: Basic Support @ **R400 per hour**
 1. Desktop support; removal of local viruses, trojans and malware;
 2. Setup of non-managed printers and peripherals,
 3. Home user setups (exc. domains / VPNs)
 - ii. Tier 2 Labour: Basic Server support @ **R600 per hour**
 1. Setting up of domain users; exchange mailboxes; Active Directory
 2. Intermediate desktop Support: ADSL/WIFI setup or modifications;
 3. Basic setup of IP devices such as printers, VOIP phones, wireless AP's, Cam's,
 - iii. Tier 3 Labour: Intermediate Server Support @ **R700 per hour**
 1. : Server repair and maintenance ; Update screen and approval (including the sandbox process)
 2. VPN : Setup, Configuration, lite troubleshooting (but not design)
 3. Managed IP devices Management: Switches, Routers, basic VLAN config (but not design)
 4. Disaster Recovery and Backup : Installation, configuration
 - iv. Tier 4 Labour: Advanced IT & Design @ **R800 per hour**
 1. Server and Active Directory structure;
 2. Virtual Private Networks or Multiple networks routed to each other;
 3. Wireless/Wired Infrastructure for multiple network segments
 4. Virtual Lanning across switches / routers
 5. Cloud Solutions design and planning
- g. After hours are billed at 1.5x the standard callout fee
- h. Public holidays are billed at 2x the standard callout fees
- i. Annual increases may be between 0 – 15% to stay in line with inflation or as per the calibration above.

6. TRAVEL FEES

- a. Travel is billed at a rate of R7.00 per kilometre
- b. A fixed travel fee from BrothersIT offices to the client's office location will be calculated and billed under normal circumstances
- c. Should the client request immediate or urgent service, they may be billed travel from the current **location of the technician** to the client's offices.

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7. CONTACTING US

- a. Clients are advised to specifically contact us as follows:
 - i. **FOR SUPPORT:** email support@brothersit.co.za
 - ii. **FOR SALES:** email sales@brothersit.co.za
 - iii. **FOR IMMEDIATE ASSISTANCE:** Telephone on 087 751 3399 – we will generate a ticket for you.
 1. The ticket will enable tracking of the issue and provides a history of interactions relating to the query.
- b. The client may use the following means to contact us for general communication, but are reminded to contact us as above for service related queries. No service request expectation will be accepted on our alternative contact methods which are purely for convenience.
 - i. Skype or any instant messenger identity we may use
 - ii. SMS or Whatsapp

8. TERMINATION/BREACH

- a. Either party may terminate this agreement without cause on 30 days' notice to the other.
- b. BrothersIT may withhold its services if the client is in arrears with payment of any fees and may, after 7 days' written notice, terminate this agreement and claim payment if the fees remain unpaid.
- c. BrothersIT is entitled to receive not less than 7 days' written notice to rectify any alleged breach. The client may not withhold fees pending rectification but if the breach is not timeously rectified the client may cancel this agreement in writing.
- d. BrothersIT shall not be liable for any loss, damage or other consequences of
 - i. its failure to provide any service in terms of this agreement
 - ii. hardware or software or client operational failures.

9. CONTRACT ADDRESS

- a. In general, the client's office location **AREA** will be used as a site address for our monitoring control panel.
- b. Should the client have multiple locations, or should staff members **telecommute**; the **AREA** that the **IT assets** are located in shall function as their site address
- c. When undertaking a callout, the client will be billed from wherever the technician must drive, to **any location** where the service is required.

10. SERVICE TIME TABLE

- a. BrothersIT business hours are from 08:00 to 17:00 on weekdays.
 - i. Telephonic support **will be available during these hours**
 - ii. The above business hours **will be billed at the normal labour rate**
 - iii. Work or service calls that take place outside of these times will be billed at after-hours rates.
- b. BrothersIT is officially closed on public holidays and weekends, except for special projects as and when required.
- c. The client may use assigned after hours cell phone numbers should after hours assistance be required.
- d. BrothersIT closes for festive season celebration on the 15th of December and re-opens on the 8th(or nearest Monday of the second week of January)
- e. Technicians will however be on standby for any days that BrothersIT is closed.

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11. ENTIRETY OF AGREEMENT

- a. The parties agree that this agreement constitutes the entire agreement.
- b. Any changes or additions will form addendums as part of this agreement.

12. ACCEPTANCE AND SIGNATURE

CLIENT

BROTHERS IT

Authorised Signatory Full Name

Authorised Signatory Full Name

Authorised Signatory Position or Designation

Authorised Signatory Position or Designation

Authorised Signatory Signature

Authorised Signatory Signature

Date

Date

OTHER SERVICES



BrothersIT offers high performance Wireless capped and uncapped internet packages for Home or Business



Keep an Eye on your Property with BITSEC CCTV Solutions From basic analogue systems to the more detailed HD systems, now you can take control or have a visual history of what happens in or around your property.



Brothers IT modern telephone system solutions With our extensively customizable IP based telephone systems, we can cut your legacy phone bill by up to 50%.



In order to streamline support requests and better serve you, we utilize a support ticket system.

All you need to do is register with a valid email.