

INFORMATION AND SERVICE SCHEDULE

**THIS SCHEDULE IS INTEGRAL TO THE SERVICE LEVEL AGREEMENT
ENTERED INTO BETWEEN THE CUSTOMER, THE DETAILS OF WHICH ARE SET OUT IN THIS SCHEDULE, AND CONNECTIVITY
DYNAMICS (PTY) LTD (“Condyn”)**

1. DEFINITIONS AND INTERPRETATION

This schedule is to be appended to the agreement referred to in the heading and is subject to the terms of the agreement. To the extent that any terms contained in this schedule do not expressly override the provisions of the agreement, and there exists a conflict in interpretation the provisions of the agreement shall prevail.

2. AMENDMENTS TO SCHEDULE

2.1 If any information that is contained in this schedule requires amendment and the amendment does not require the agreement of the parties, the amendment shall be effected by the one party giving written notice to the other of the amendment as provided in the agreement.

2.2 If any amendment to this schedule is to be made that requires the agreement of the parties the amendment shall be recorded in writing and signed by both parties before it shall be of any force and effect.

3. CUSTOMER INFORMATION**3.1 ENTITY DETAILS OF CUSTOMER**

NAME	
REGISTRATION NO.	
PHYSICAL ADDRESS	
TELEPHONE NUMBER	
MOBILE NUMBER	
TELEFAX NUMBER	
EMAIL ADDRESS	

3.2 CUSTOMER'S ACCOUNT MANAGER

NAME	
TELEPHONE NUMBER	
MOBILE NUMBER	
TELEFAX NUMBER	

EMAIL ADDRESS	
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3.3 CHANGE REQUEST AUTHORISATION

The following person shall authorize all change control requests on behalf of the Customer. Condyn shall not be required to honour any change control requests authorized by a person other than the below mentioned person or an alternative nominated by the Customer's account manager to Condyn's account manager, in writing.

NAME	
TELEPHONE NUMBER	
MOBILE NUMBER	
TELEFAX NUMBER	
EMAIL ADDRESS	

4. CONDYN INFORMATION

4.1 The support services provided by Condyn can be contacted telephonically at

+27 (12) 683 8816), alternatively by eMail at support@condyn.net.

4.2 CONDYN'S ACCOUNT MANAGER

NAME	
TELEPHONE NUMBER	
MOBILE NUMBER	
TELEFAX NUMBER	
EMAIL ADDRESS	

4.3 The escalation of any issue arising from the services provided by Condyn to a Customer shall be made by the person attending to the provision of the service to the Customer, escalating the issue to Condyn's technical team leader, thereafter Condyn's technical director and thereafter the CEO.

4.4 The contact details of the persons fulfilling these roles at Condyn will be provided to the Customer's account manager as a routine agenda item in the meetings between the account managers contemplated in paragraph 12 of the agreement.

5. COMMENCEMENT DATE AND DURATION

Notwithstanding the date of signature of this agreement it will be deemed to have commenced on the date indicated below.

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6. DESCRIPTION OF PRODUCTS SUPPORTED

No.	Product Description

7. DESCRIPTION OF SERVICES

Description of Services	No. Hours p.a

8. SERVICE FEE

Description	Fee

9. ADDITIONAL SERVICES (SERVICE PLUS)

Description	Fee

The Customer’s attention is drawn to the provisions of paragraph 8 of the agreement which describes the Additional Services (Service Plus) provided by Condyn and the terms on which these services are provided.

10. INCREASES IN SERVICE FEES AND CHARGES

Condyn’s support charges may increase annually at a fixed rate of 10% on anniversary date Authority

The persons signing this agreement hereby warrant that they are properly empowered and duly authorised to sign this agreement on behalf of the parties.

SIGNED AT _____ ON _____ 20_____

AS WITNESSES:

1.

2.

CONNECTIVITY DYNAMICS (PTY) LTD,
duly authorised

Name:

Capacity:

SIGNED AT _____ ON _____ 20____

AS WITNESSES:

1.

THE CUSTOMER, duly authorised

2.

Name:

Capacity:
