

# Service Level Agreement

Between

**Tetra InfoTech**



P. O. Box 31634, Dubai, U.A.E.  
Tel: +971 4 3522466 Fax: +971 4 3522616  
E-mail: [support@tetrainfotech.com](mailto:support@tetrainfotech.com)

Referred to as **TETRA** within document

And

---

---

---

---

Referred to as **CUSTOMER** within the document

Contact : \_\_\_\_\_

Date : \_\_\_\_\_

Ref. No. : \_\_\_\_\_

Submitted by : \_\_\_\_\_





## Charges

The following charges are the responsibility of the CUSTOMER:

a. The total charge for the provision of the services of this proposal amounts:

**Dhs.**\_\_\_\_\_ Anually.

**Dhs.**\_\_\_\_\_

b. Contract Period

**From Date** \_\_\_\_\_

**To Date** \_\_\_\_\_

c. Any additional work, excluded from this support proposal is to be charged. The following rate will be applied for outside-the-service-working-hours service. The transportation cost to get on-CUSTOMER-site is included in this price:

**Dhs.**\_\_\_\_\_ per Hour/Day/Week/Month

**Dhs.**\_\_\_\_\_ per Hour/Day/Week/Month

d. On site visit Charges:

**Dhs.**\_\_\_\_\_ per Visit

**Dhs.**\_\_\_\_\_ per Hour/Day/Week/Month

e. Consultancy Services (Minimum 2 hours per visit):

**No. of Free Hours** \_\_\_\_\_ Hours

**Dhs.**\_\_\_\_\_ per Hour

**Dhs.**\_\_\_\_\_ per Day (8 Hours)

f. Equipments covered spare parts:

**Covered / Not Covered**

g. Covered Logistic Support:

**Covered / Not Covered**



## Terms & Conditions

2. **Aim of Work:** The intent of the SLA is to provide a legal framework and Scope of Work to enable the CUSTOMER to discharge its requirements to TETRA effectively. The duties and responsibilities of all parties will be defined in this document. All reasonable efforts will be made to ensure a satisfactory level of service to the CUSTOMER. The overriding aim of the service provided under this SLA is the prompt, efficient and professional resolution of all requests for support made by the CUSTOMER on the computer and peripheral equipments.
3. **Safety Procedures:** TETRA will adhere to all required Safety Procedures, whether International Standards, local or national regulations, or CUSTOMER Procedures. The CUSTOMER will provide the required Safety Equipment to meet any such standard.
4. **Communication:** Written communication will take precedence over other forms of communication. To streamline operations for the purposes of this SLA, electronic mail may be considered to be written communication. Where requested, signed written copies of any communication will be provided.
5. **Coverage / Response Time:** Calls placed by the CUSTOMER for the Dubai location, will be physically responded to within specified number of hours as mentioned on page no. 3 and on a Normal Business Day basis. Support coverage for this support proposal will be provided from Saturday to Thursday from 09:00 – 18:00 excluding public Holidays. Preventative Maintenance will be provided on a quarterly basis and will comprise of the following activities:  
CUSTOMER will pay for any Hardware Spares after the TETRA declared the components faulty in order to rectify reported problems on the hardware but TETRA are understood to be the Hardware guarantee for the CUSTOMER, it means the CUSTOMER will not be obliged to arrange the Hardware service with the Hardware suppliers but TETRA will do such arrangement on the CUSTOMER's behalf. The CUSTOMER will approve the price of the Hardware Spares.
6. **Call Management:** TETRA will respond and manage calls utilizing their existing infrastructure for this SLA.
7. **Call Logging:** The service call request will be made in compliance with the following procedure:
  - a. The CUSTOMER notifies TETRA of a request by sending email to [support@tetrainfotech.com](mailto:support@tetrainfotech.com) followed by phone call to +971 4 3522466.
  - b. The CUSTOMER communicates all necessary information relating to the request in detail, regarding location, access details and procedures, contact person, problem experienced, serial numbers, model numbers and last action performed.
  - c. TETRA will confirm that all necessary troubleshooting has been performed prior to his acceptance of responsibility of departure preparation for problem resolution.
  - d. TETRA will proceed with the allocation of the engineer to be dispatched to the CUSTOMER site.
  - e. Once the CUSTOMER has made the necessary arrangements the engineer will then depart to the CUSTOMER site for on-site problem resolution.
  - f. The TETRA engineer will visit the CUSTOMER premises within assigned time limit in compliance (as mentioned on Page 2).
  - g. After problem has been solved, the Service Call Report form will be signed off by the engineer and counter-signed by the responsible person at the CUSTOMER site.
  - h. The engineer will return to the respective TETRA office with a signed original copy of the Service Call Report for filing for quarterly review meetings and internal purposes.
8. **Reporting:** Any invoices submitted to the CUSTOMER for any work performed outside of the Scope of Work by TETRA, will include a properly completed Service Call Report. CUSTOMER's signature is essential to approve the payments to the VENDOR. Any activity in relationship to a Service Call request will be documented in the Service Call Report.
9. **Operational Personnel:** TETRA will provide trained and certified engineers to discharge the duties contained in this SLA. These engineers will be qualified and experienced to the relevant standards.
10. **Tools and Equipment:** TETRA will provide any tools and equipment required for the execution of this SLA.
11. **Spares:** The CUSTOMER will pay for the spares identified and provided by TETRA (and approved by the CUSTOMER) in compliance with the Hardware Parts Replacement clause mentioned above in this SLA in order to rectify reported problems on the hardware. If TETRA are to provide the necessary spares for the resolution of the problems experienced, it will be charged and invoice as per actual and the replaced parts will then remain the property of CUSTOMER.
12. **Reimbursement & Payment Terms:** TETRA will raise invoices for the Annual Maintenance charges in advance basis and provide the CUSTOMER with the same for the payment within 30 days from the acceptance thereof. These invoices will also support any additional ad hoc expenses. CUSTOMER will clear all the dues as per the payment terms defined on the Invoice, in order to receive the support as defined in this SLA.
13. **Contract Period:** This SLA will take effect as from the signing thereof and continue for an initial period of 12 months.
14. **Contract Cancellation:** After the first year, either party may cancel this SLA by giving 30 days notice before the end date of the SLA.
15. **Equipments Covered:** The equipment covered by this SLA is the current equipment in use. Spares will be provided on request and the quotation for spares is subject to the CUSTOMER's approval thereof. CUSTOMER will take precautions on physical damages and damages by electrical interferences using uninterrupted power supplies and surge protectors.
16. **Non Disclosure:** TETRA will not communicate any details of this contract, or the solution(s) covered by this agreement, to any third party without the express, written approval of the CUSTOMER, with the exception of any subcontractors appointed by the CUSTOMER.
17. **Change of Scope:** The equipment covered by this SLA may be altered by 30 days written notice.
18. **Force Majeure:** TETRA will be held harmless to any claims arising due to Force Majeure.
19. **Law:** Should any dispute arise, this SLA will adhere to federal United Arab Emirates laws and regulations.



IN WITNESS WHEREOF the parties to this AGREEMENT place their hand to this and one other of the same tenure.

For and on behalf of [TETRA INFOTECH LLC](#)

<b>Name</b>	<b>Mr. Dilavar Shah</b>
<b>Designation</b>	<b>Managing Director</b>
<b>Date</b>	
<b>Seal &amp; Signature</b>	

For and on behalf of \_\_\_\_\_

<b>Name</b>	
<b>Designation</b>	
<b>Date</b>	
<b>Seal &amp; Signature</b>	



Service Reporting Form			
Date		Time	
Customer ID			
Customer			
Address			
Reported By			
Service ID			
Service Required			



## Diagram

