



INFRASTRUCTURE SERVICE LEVEL TERMS AGREEMENT

1. SCOPE OF INFRASTRUCTURE ADMINISTRATION SERVICES

This agreement delineates the operational framework for services provided by JL Vorster. The service is strictly and exclusively confined to **backend cloud server infrastructure provisioning, environment administration, corporate email routing initialization, and core domain DNS configuration**.

Explicit Boundary of Responsibility: This agreement explicitly excludes all forms of end-user localized support. JL Vorster provides no liability or operational handling for local area networks (LAN), physical routing equipment, local workstation environments, on-site device software installations, third-party mail client applications (e.g., MS Outlook syncing errors), or end-user hardware maintenance.

2. SERVER AVAILABILITY & MAINTENANCE FRAMEWORK

- Uptime Objective:** Backend service environments are hosted via Tier-3 data center architectures, targeting a 99.9% core infrastructure network uptime availability metric, calculated monthly.
- Scheduled Maintenance:** Essential hypervisor patches, server optimizations, and core operating system updates will be scheduled outside local standard operating hours to minimize operational friction. Clients will be notified at least 24 hours prior to any major planned service disruptions.
- Service Adjustments:** Unforeseen critical security vulnerabilities or upstream vendor outages may necessitate immediate, emergency maintenance window implementations without prior notification parameters.

3. SUBSCRIPTION TIERS, BILLING CYCLES & FISCAL REGULATIONS

- Subscription & Setup Fees:** Service levels are capped strictly by the resources allocated inside the client's approved application tier (Startup Essential, Growing Business, or Professional Team). Setup fees are once-off payments due prior to structural resource provisioning.
- Payment Schedule:** Subscription fees are billed in advance on a rolling monthly cycle. Invoices are dispatched via registered client electronic mail and are due immediately upon receipt.
- Suspension Policy:** Accounts whose balances remain outstanding for more than seven (7) calendar days past the billing execution date will trigger automatic backend infrastructure isolation, halting email delivery, processing, and storage routing.
- Termination:** Prolonged non-compliance exceeding thirty (30) calendar days will result in permanent server instance termination and complete data scrubbing from active backup volumes.

4. DATA SECURITY, INTEGRITY & PRIVACY COMPLIANCE

While automated regular system restore images are captured strictly for disaster recovery failovers, the client maintains sole legal ownership, compliance, and accountability for data transmitted, processed, or stored within their allocated space. Both parties commit to processing communication records in compliance with applicable local data protection frameworks (POPIA).

5. LEGAL EXECUTION & BINDING ACKNOWLEDGMENT

By signing below, the Client explicitly acknowledges that they have read, understood, and agreed to be legally bound by these terms, specifically noting the technical limitations of service scope and billing enforcement protocols.

REGISTERED CLIENT BUSINESS ENTITY NAME

AUTHORIZED REPRESENTATIVE FULL NAME

AUTHORIZED CLIENT SIGNATURE

DATE OF AGREEMENT EXECUTION

JL VORSTER PROVIDER SIGNATURE

PROVIDER TITLE / ROLE