

SERVICE LEVEL AGREEMENT (SLA) APPLICATION

SLA costs will be added to monthly subscription invoices per your choice below

NOTE: A Service Level Agreement is optional, and not required for general application for service

SLA Type (please select one):

<input type="checkbox"/>	2-hour Office Hours SLA @ 125% of package price
<input type="checkbox"/>	4-hour 24/7 SLA @ 150% of package price
<input type="checkbox"/>	2-hour 24/7 SLA @ 200% of package price

SUBSCRIBER DETAILS

Cape Connect Package associated with this SLA:

Name and Surname:

ID Number:

Physical Address:

Postal Address:

Postal Code:

Telephone:

Mobile:

Email:

Fax:

Cape Connect Internet (Pty) Ltd

Terms and Conditions of SLA (Service Level Agreement)

This document describes the terms and conditions of SLA service applicable to you as a Cape Connect Internet subscriber.

As an SLA client with a Cape Connect Internet account you are agreeing to the terms and conditions of this agreement. If you do not agree to these conditions your only recourse is to terminate your SLA agreement.

2-hour response time during office hours SLA

Cape Connect Internet will respond to support incidents reported to us within 2 hours of receipt of a query, during our published office hours.

4-hour response time 24/7 SLA

Cape Connect Internet will respond to support incidents reported to us within 4 hours of receipt of a query, 24/7.

2-hour response time 24/7 SLA

Cape Connect Internet will respond to support incidents reported to us within 2 hours of receipt of a query, 24/7.

Consent

I hereby consent to all fees associated with this SLA Agreement, to be added to my monthly subscription fees and paid by debit order.

I agree to the terms and conditions laid out by Cape Connect Internet (Pty) Ltd above

Name:

Signature:

Date:

Please email this form to accounts@cape-connect.com or fax it to 086-645-0552

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