

Support Agreement

Between

Northern Lights Trading 106 (PTY) LTD
(Registration number: 2006/023727/07)
(Hereinafter referred to as "STASA")



And

Baviaans Municipality
(Hereinafter referred to as "Baviaans Municipality")

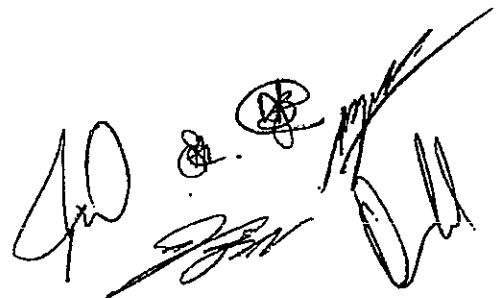


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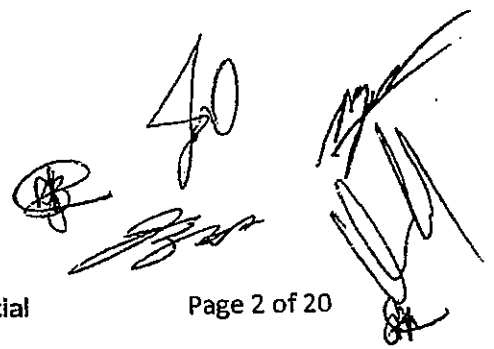
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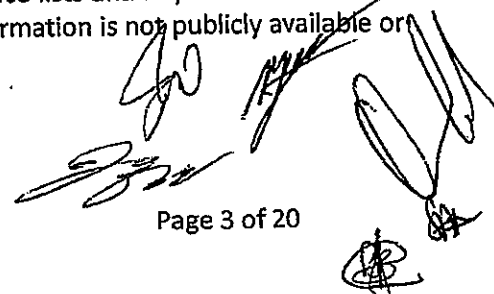
1 Executive Summary & Assumptions:

- 1.1 BAVIAANS MUNICIPALITY wishes to outsource certain of its ICT functions to STASA in order to deliver cost effective IT services to support BAVIAANS MUNICIPALITY operations.
- 1.2 Stasa's offerings include a shared resource model that caters for the centralization and single point of contact for BAVIAANS MUNICIPALITY's IT needs. The services include shared desktop, server, network resources and high level technical expertise, and the management of the existing network and vendors. The solution offered is an end to end solution aiding the standardization of the hardware, software and vendors across the BAVIAANS MUNICIPALITY organisation. The server is proactively monitored 8:00am-17:00pm, Monday to Friday of a business week.
- 1.3 The cost is a fixed monthly fee of R 35,000 exc. VAT. From this point forward a revue of the rate will be required to bring it in line with market related outsourcing models The services include, free telephonic, remote and onsite support for any incident during business working hours, excludes weekend, public holidays. Additionally, a weekly site visit will be made to both main Municipal offices, namely; Willowmore and Steytlerville.
- 1.4 The purpose of this Agreement is inter alia, to define the terms and conditions of the outsource agreement and to define the Services and Service Levels applicable to such an outsource agreement.
- 1.5 All prior agreements between BAVIAANS MUNICIPALITY and STASA concerning the provision of the Services specified in this Agreement shall terminate and be of no further force or effect and such Services shall be governed solely by the terms, conditions, warranties and provisions of this Agreement.

2 Definitions

In this Agreement and the introduction, the following terms shall have the meanings set out below;

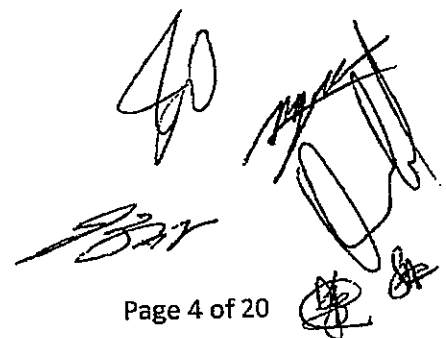
- 2.1 "Business Day" refers to any day other than a Saturday, Sunday and a public holiday
- 2.2 "Change Control Procedure" refers to agreement change control procedure Section 11.
- 2.3 "Commencement Date" refers to the Signature Date.
- 2.4 "Confidential Information" refers to any information of whatever nature, which has been or may be obtained by either of the Parties from the other ("the disclosing party"), whether in writing or in electronic form or pursuant to discussions between the Parties, or which can be obtained by examination, testing, visual inspection or analysis, including without limitation, methods of operation, scientific, business or financial data, plans, documentation, private details of personnel, information of either party's clients, price lists and any other information of a sensitive nature to "the disclosing party" and which information is not publicly available or accessible.



- 2.5 "Equipment" refers to that equipment subject to the Services provided in terms of this Agreement.
- 2.6 "Users" refers to BAVIAANS MUNICIPALITY staff.
- 2.7 "Fees" refers to the fees and charges to be paid by BAVIAANS MUNICIPALITY to Stasa from time to time. The fees as at the Commencement Date are detailed in Schedule 4 Fees
- 2.8 "Hours of service" refers to **Business Days 08:00 to 17:00** excluding Public holidays
- 2.9 "Locations" refers to those locations listed in Schedule 1 Locations
- 2.10 "Services" refers to those services detailed in the Schedule 2 Services
- 2.11 "Service Level" refers to the level according to which the Services are to be provided as set out in Schedule 2 SLA
- 2.12 "Signature Date" refers to the date on which this Agreement is signed by the final party to sign.
- 2.13 "Time and Material Charges" refers to Stasa time and material charges quoted from time to time.
- 2.14 "Projects" refers to any new service or work request that increases the scale or scope of existing services, or a new service or work request, presently not specified in the services listed in the Service Schedule – Schedule 2, or as may be amended from time to time.

3 Term

- 3.1 The provision of the Services in terms of this Agreement shall commence on the Commencement Date and shall continue for thirty six (36) months, automatically renewable unless terminated earlier by either party in writing pursuant to any breach of the terms of this Agreement.
- 3.2 An annual escalation in line with CPI (Consumer Price Index) shall apply, unless significant changes in user count dictate additional, mutually agreed upon increases. The party wishing to cancel must give 90 days notice of their intention not to renew this contract

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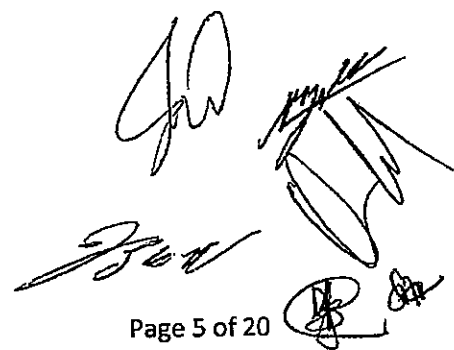
4 Confidentiality

4.1 Undertaking

In view of the facts recorded herein, each of the parties undertake in favour of the other party that -

They will not, without the prior written consent of the other party -

- 4.1.1 during the course of the negotiations or at any time thereafter, directly or indirectly, use any of the confidential information, other than for the purpose of providing the agreed services, or alternatively as agreed by both parties with respect to new projects and services being considered and thereafter entering into and implementing such new projects or services;
- 4.1.2 Divulge, discuss with, disclose or reveal the confidential information to any person (other than to the respective employees and advisors of the parties who are required, in the course of their duties, to receive and consider the same for the purposes of the said services or new projects);
- 4.2 They will use all reasonable endeavours to ensure that their respective directors, employees and advisors to whom the confidential information is disclosed, are informed of the confidential nature of the information. Each of the parties respectively shall be responsible for any breach of this confidentiality undertaking by their respective directors, employees and / or advisors;
- 4.3 If, at the time of termination of the said services or new projects (and whether or not the services and new projects have been concluded), either of the parties has in its possession any documents, diagrams, notes, memoranda or other records relating to the confidential information, the party/ies which has such confidential information in its possession shall immediately return such documents, diagrams, notes, memoranda or other records to the other and neither of the parties shall retain any copies thereof or extracts there from;
- 4.4 Neither of the parties will make any announcement in relation to the negotiations or potential association without the prior written consent of the other;
- 4.5 All confidential information of a party is acknowledged by the other party to be the property of the former and the disclosure of the confidential information shall not be deemed to confer any rights to that confidential information on the latter;
- 4.6 Both parties agree to protect the confidential information using not less than the same standard of care that would be applied to its own proprietary, secret or confidential information and that the confidential information shall be stored and disclosed in such a way as to prevent unauthorised disclosure.



5 Services

Stasa agrees to provide the Services to BAVIAANS MUNICIPALITY on the basis that:

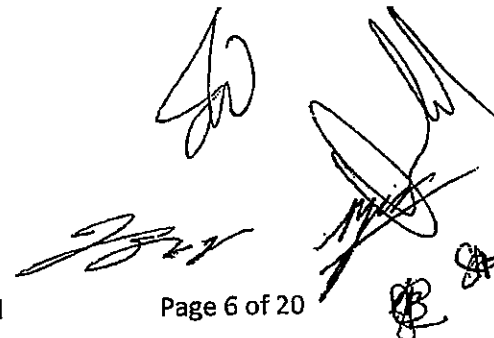
- 5.1 The Services will commence on the Commencement Date and will continue for the term of the Agreement.
- 5.2 The Services will be provided at the Locations defined in Schedule 1.
- 5.3 The Services will be provided at the Service Levels contained in Schedule 4 Services
- 5.4 BAVIAANS MUNICIPALITY and users are responsible for ensuring the integrity, security and back up of any data stored on any of the Equipment not normally backed up on the networked servers. All employees of BAVIAANS MUNICIPALITY will be advised as such and assisted where necessary to ensure that business related data is being backed up to the file server via the roaming profile configuration. STASA *cannot* be held responsible for any loss of data, regardless of cause.
- 5.5 STASA shall not unreasonably refuse to provide any additional services requested by BAVIAANS MUNICIPALITY, subject to agreement between the parties in accordance with the Change Control Procedure. If however, there are items deemed to be out of scope of this agreement or to be considered unreasonable by STASA in light of this agreement, BAVIAANS MUNICIPALITY will be advised of such and quoted accordingly and only proceed once formal authorisation has been given by BAVIAANS MUNICIPALITY.

6 Transfer of Service

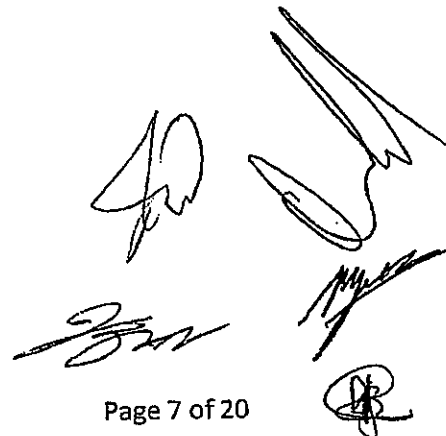
- 6.1 To enable STASA to provide the Services in terms of this Agreement, the parties will do all such things as may be necessary to enable the rendering of the Services to BAVIAANS MUNICIPALITY.
- 6.2 The parties will cooperate with each other (and will ensure that their respective third party suppliers cooperate with each other) to effect a smooth transfer of services and the ongoing smooth delivery of the Services by STASA.

7 Client Subcontractors

- 7.1 Where STASA is required to manage or liaise with BAVIAANS MUNICIPALITY appointed subcontractors, suppliers or vendors pursuant to any third party contracts as part of the Services, the following provisions will apply:
 - 7.1.1 BAVIAANS MUNICIPALITY shall notify Stasa in writing of the applicable terms and conditions of the third party contracts in-so-far as they relate to or have an impact on the Services;



- 7.1.2 STASA shall not be required to, or be, responsible for ensuring BAVIAANS MUNICIPALITY compliance with the terms of such third party contracts but Stasa agrees to use reasonable endeavours to advise BAVIAANS MUNICIPALITY of any approvals or licenses required pursuant to third party contracts, to the extent that STASA becomes aware thereof.
- 7.1.3 STASA will manage as far as possible the interaction of any third parties that might affect the proper execution of this agreement and advise BAVIAANS MUNICIPALITY in the event of any negative impact due to the interaction of any third party's services and/or products with the existing infrastructure.

The bottom right corner of the page contains several handwritten signatures and initials. There are three distinct signatures, one of which is quite large and stylized. Below these, there are some initials, including what appears to be 'JW' and a circled 'R'.

8 Warranties

8.1 STASA warrants that in relation to the Services provided in terms of this Agreement:

- 8.1.1 Knowledge and expertise sufficient to enable it to provide the Service independently of the manufacturers of the Equipment, other than for such services as either STASA or BAVIAANS MUNICIPALITY may be contractually bound to receive from the OEM (Original Equipment Manufacturer), or which may be technically impossible to provide other than through the OEM.
- 8.1.2 STASA will employ a sufficient number of suitably trained staff to provide the Services and achieve the Service Levels.
- 8.1.3 STASA hereby excludes and disclaims all warranties, whether expression implied, statutory or otherwise, except those warranties expressly made in this Clause.

9 Service and Payments

- 9.1 BAVIAANS MUNICIPALITY shall be liable for and shall pay the Fees set out in the terms and conditions outlined herein.
- 9.2 The parties shall on an annual basis 90 (ninety) days before the anniversary of the Commencement Date undertake a pricing review from which pricing adjustment if necessary, will be determined for the next 12 (twelve) month period. STASA shall provide BAVIAANS MUNICIPALITY with written details of any increases proposed by STASA on the review date, together with detailed explanation and justifications for such proposed increases including analyses of related increases or reductions in STASA costs and movements in any relevant indices (CPI and foreign currency exchange rates) and BAVIAANS MUNICIPALITY shall be afforded a reasonable opportunity to respond to such proposals. Adjustment of prices except for the annual escalation shall become effective only if agreed upon by both parties in writing. In the event that the parties are unable to agree on the adjustment of the prices at any time, either party shall be entitled to terminate this Agreement upon 1 (one) month's written notice to the other party.
- 9.3 All Time and Material rates must be quoted for and signed off by BAVIAANS MUNICIPALITY. During review meetings any time & material work must be highlighted in a report and presented for official authorisation. Time and Material charges shall be paid by BAVIAANS MUNICIPALITY monthly on presentation of invoice and satisfactory delivery thereof.
- 9.4 The Fees and charges referred to in this Agreement and the Schedules exclude Value Added Tax, rates or other levies, all of which shall be payable by BAVIAANS MUNICIPALITY in addition to the fees and charges stipulated herein.
- 9.5 Failure to pay fees and or charges as set out in this agreement shall constitute a material breach.

10 Non-Solicitation

Each party shall not during the term of this Agreement and for a period of 12 (twelve) months following the termination of this Agreement for whatever reason directly or indirectly solicit or offer employment to any employee, representative or consultant of the other party and shall not employ or

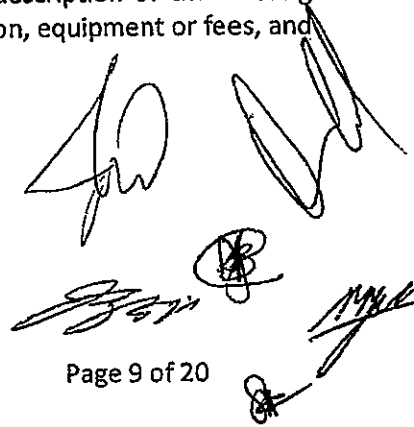
contract in any manner with any employee, representative or consultant of the other party, unless otherwise agreed to by the other party in writing.

11 Change Control Procedure

11.1 Should either party wish to propose any change or amendment to this Agreement, such party shall address a written proposal to the other party detailing the desired changes or amendments.

Should such proposal be made by: -

- 11.1.1 BAVIAANS MUNICIPALITY, then BAVIAANS MUNICIPALITY shall specify the reasons for that change and describe the change in sufficient detail to enable STASA to formulate a response. STASA shall investigate the likely impact of any proposed changes or amendments upon this Agreement and the Services and shall provide BAVIAANS MUNICIPALITY with a written report, including amended pricing, in respect thereof;
- 11.1.2 STASA, then STASA shall detail the reasons for and impact of the change, the services required to implement the change, the effects of the change and the effect that the changes, if implemented, will have on the relevant dates for performance and on the costs of the services.
- 11.2 Neither STASA nor BAVIAANS MUNICIPALITY shall be entitled to proceed or request the implementation of any change to the Services pursuant to this clause until such change and all matters relating to such change (including without limitation, any additional services required to implement the change, the effects of the change and the effect the change will have on the date for performance and costs of the Services) have been agreed to in writing between the Parties. Pending sign-off as aforesaid, the Parties will continue to perform their obligations without taking account of the proposed changes. Neither party shall be obliged to agree to any change proposed by the other party but the Parties will not unreasonably delay or withhold their agreement to a proposed change.
- 11.3 Notwithstanding the above, the Parties acknowledge and agree that the provision of the Services in terms hereof necessarily involve a number of minor on-going operational adjustments or changes ("operational changes") and that the provision of Services would be unnecessarily delayed or frustrated if such operational changes are subject to the Change Control Procedure. Accordingly, and unless otherwise agreed between the Parties, operational changes will not be subjected to the Change Control Procedure, it being agreed that the Party's account managers will manage and implement operational changes.
- 11.4 Notwithstanding the above, any changes required to the service, location, equipment or fees defined in Schedules 1 through 4 shall be made by changing the description of the existing service, location, equipment or fees or adding the new service, location, equipment or fees, and both parties signing and dating the amended Schedule.

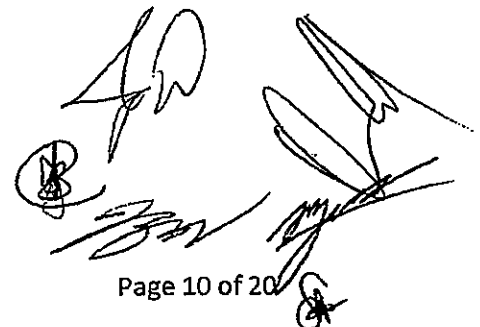


12 Termination

- 12.1 Either Party may terminate this Agreement on written notice to the other party if such party commits a material breach of any of the terms of this Agreement and, if such breach is capable of remedy, fails to remedy such breach within 7 (seven) days of receipt of a written notice from the other party specifying the breach and requiring it to be remedied.
- 12.2 In addition to clause 12.1 either party may terminate this Agreement with immediate effect upon written notice to the other in the event that the other party:
- 12.2.1 Takes steps to place itself, or is placed, in liquidation, whether voluntary or compulsory, or in judicial management, in either case whether provisionally or finally;
 - 12.2.2 Takes steps to deregister itself or is deregistered;
 - 12.2.3 Ceases to carry on its business in the normal and regular manner;
 - 12.2.4 Takes steps to effect or effects a change of control so that control of the other party passes from the party or entity that, as at the Commencement Date, controlled the other party, without the prior written consent of the first mentioned party.
- 12.3 The foregoing termination provisions shall be in addition and without prejudice to any other rights a party may have in this Agreement or at law.

13 Effect of Termination

- 13.1 In the event of a termination for any reason whatsoever, STASA shall be obliged to provide all assistance to BAVIAANS MUNICIPALITY, which it may require, to enable BAVIAANS MUNICIPALITY to effect a smooth non-disruptive transition to another service provider or to re-establish an in-house IT service, whichever BAVIAANS MUNICIPALITY, in its discretion may decide. To this end, STASA shall for a period of two months from date of termination specifically:
- 13.1.1 Provide advice and guidance to the new service provider or BAVIAANS MUNICIPALITY as the case maybe.
 - 13.1.2 Make available its personnel to render assistance to BAVIAANS MUNICIPALITY or to the new service provider;
 - 13.1.3 Provide, on an ad-hoc basis, the services which it was providing in terms of this agreement until such time as the new service provider or BAVIAANS MUNICIPALITY is capable of performing such services;
- 13.2 STASA shall be entitled to remuneration for the assistance which it renders in terms of the attached original proposal.



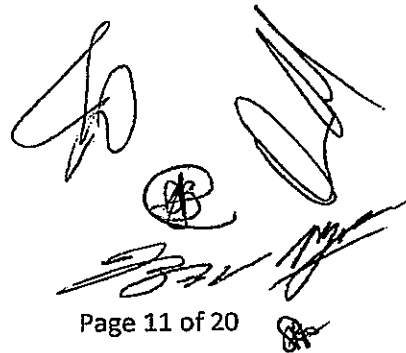
14 General

14.1 Settlement of Disputes

- 14.1.1 Any dispute arising between the parties hereunder or in connection with this Agreement, including but not limited to the interpretation or construction or effect or as to the rights and obligations of the parties or as to any other matter in any way arising out to the subject matter of this Agreement, shall finally be referred to a single arbitrator to be agreed between the parties; and if the parties fail to agree to the appointment of an arbitrator within 14 (fourteen) days from the date of receipt of a request in writing by the one party to the other to so agree, an arbitrator will be nominated by the Chairman of the Western Cape Bar Council, arbitration shall be held in accordance with and subject to the provisions of the Arbitration Act of 1965 or any statutory modification or re-enactment thereof for the time being in force.
- 14.1.2 The arbitration will take place in George and the decision of the arbitration may be made an order of any court to whose jurisdiction the parties are subject at the instance of the parties to the dispute
- 14.1.3 Arbitrator's decision is final and binding.

Arbitrator

- 14.2 Should a dispute be declared by either party in writing or should any proceedings be defended or opposed in any way, then both parties agree that the any party shall have the right, but not the obligation to refer such dispute or defended/opposed matter to arbitration.
- 14.3 The parties agree to refer the dispute to an arbitration who shall be appointed by The Independent Mediation Service of South Africa (IMSSA) or failing this, shall be an independent junior advocate of less than 10 years experience and resident within the jurisdiction of George and who shall be agreed upon by both parties.
- 14.4 Such dispute is to be referred to arbitration within 30 (Thirty) days written Notice of a dispute or the Notice of Intention to Defend or any other opposition has been issued by the defending party, or extended period as the plaintiff (or referred to as the aggrieved party) may require or deem necessary. Such referral shall be made by written notice of the defending party.
- 14.5 The arbitration is to commence within 14 (Fourteen) days after the appointment of the arbitrator on a date determined by the arbitrator. The arbitration hearing shall take place within the jurisdiction of George.
- 14.6 The arbitrator shall not be bound by any rules of the procedure or evidence and will himself /herself determine the procedure as the arbitrator deems necessary to arrive at a speedy determination of the dispute.
- 14.7 The arbitrator shall make his/her decision and award with 7 (seven) days after the completion of the hearing and the award by the arbitrator shall be final and binding both parties.
- 14.8 The parties agree that the award of the arbitrator aforesaid may be made an order of the court and in this regard:



14.8.1 Consent to the jurisdiction of the George Magistrates Court:

14.8.2 Agree only to make such application in the event of a party failing to comply with the award within 7 (seven) days after the date of the award, in which event the party who has failed to comply therewith, will pay the costs of such application on the scale as between attorney and client.

14.9 All the costs incurred prior to arbitration shall be transferred to arbitration and the arbitrator shall adjudicate and make a decision as to these costs as well as costs incurred during arbitration.

15 Legal Costs

All legal costs and disbursements, including legal cost on the attorney-and-own-client scale incurred by any party in enforcing its' rights under this Agreement shall be for the account of the defaulting party.

16 Jurisdiction

16.1 The Customer hereby consents to the jurisdiction of the Magistrate's Court having jurisdiction over its person in respect of all matters relating to this Agreement.

16.2 Notwithstanding the aforesaid any party shall have the right to institute all or any proceedings connected to this Agreement against the other in any division of the Supreme Court of South Africa having jurisdiction

17 Waiver

The failure of any Party in any one or more cases to insist on strict compliance with any provision of this Agreement shall not be interpreted as a waiver of any such condition or of any such rights and they shall remain valid.

18 Entire Agreement

This Agreement sets forth the understanding of the Parties relating to the subject matter herein and no amendments and changes to this Agreement shall be valid or of any force unless reduced to writing and signed by the duly authorized Parties hereto.

19 Force Majeure

Neither Party shall be liable to the other by reason of any failure in the performance of this Agreement if such failure arises out of causes beyond its reasonable control, including but not limited to, acts of God, or the action, intervention or decree of any Government.

20 Notices and Domicilium:

The parties choose as their respective *domicilium citandi et executandi* for the service of all legal process the following physical addresses:

STASA	BAVIAANS MUNICIPALITY
Suite 311A Nedbank Centre Cnr CJ Langenhoven / York Streets George South Africa 6530	42 Wehmeyer Street Willowmore Eastern Cape South Africa

21 Notices and Consents

Any notice, consent, agreement or authority required by either party in terms of this Agreement shall be effective only if confirmed in writing by the party providing such notice, consent, agreement or authority.

For Baviaans Municipality,

SIGNED AT.....ON THIS.....DAY OF

OF THE YEAR

JAMA ZUKILE ANTHONY NUMAZONKE

FOR AND ON BEHALF OF BAVIAANS MUNICIPALITY

Name: [Signature]

Office: _____
Who warrants he/she is duly authorised

AS WITNESSES



[Signature]

For Northern Lights Trading (PTY) LTD

SIGNED AT Worcester.....ON THIS.....1.....DAY OF December

OF THE YEAR 2009.....

FOR AND ON BEHALF OF For Northern Lights Trading (PTY) LTD

Name: SARANT M. McDONALD

Office: M.D.
Who warrants he/she is duly authorised

AS WITNESSES

1. SAM JANINE SAMUELS [Signature]
2. Desme' Jasmine Booyen [Signature]

Schedule 1 – Locations (As per attached original Proposal)

Site	Address	Buildings
Willowmore Municipality		
Willowmore Youth Center		
Willowmore Tourism		
PPC Building		
Steynerville Municipality		

22 Schedule 2 – Service Definition and SLA

DETAILED SERVICES AND SERVICE LEVELS WILL BE ADDED AS THE OPERATIONS MANUAL IS DEVELOPED
Refer to Document "SLA CLIENT" latest signed version document for details

Service	Inclusive of	Exclusive of	SLA
<p>Help Desk Service</p>	<ul style="list-style-type: none"> ○ Call Logging ○ Call Screening ○ Call Resolution ○ Call Assignment ○ Call Tracking ○ Call Closure <p>The Helpdesk is responsible for the logging of all IT related calls. It is for the above mentioned reasons that STASA Outsource services cannot be held accountable for calls that are not resolved to the satisfaction of the user if no call has been logged with the Helpdesk.</p> <p>Helpdesk Contact details: Tel: 08611 STASA (08611 78272) or email: support@stasa.co.za</p>		<p>Hours:</p> <ul style="list-style-type: none"> ○ Business Days: 08:00 to 17:00 ○ Detailed SLA outlined in document: Operations Manual
<p>Desktop Support and Maintenance</p>	<ul style="list-style-type: none"> ○ Remote Support ○ Onsite Support 	<p>The cost of spares and consumables is not included. Spares and consumables will be quoted for separately.</p>	<p>Hours of Service:</p> <ul style="list-style-type: none"> ○ Business Days: 08:00 to 17:00 ○ Detailed SLA outlined in document: Operations Manual ○ Nights: N/A ○ Weekends: N/A ○ Public Holidays: N/A

Service	Inclusive of	Exclusive of	SLA
Remote Server Management	<ul style="list-style-type: none"> ○ Monitoring and Alerting of all specified servers ○ Automatic resolution and/or escalation as available supported by the device. ○ Web Based Reporting (Windows Small Business Servers only) 	<ul style="list-style-type: none"> ○ Non industry specific management capability 	<ul style="list-style-type: none"> ○ Service Level ○ Mean Time To Repair (MTR) TO BE DEFINED PER DEVICE ○ Performance indicator 98% Uptime per annum (Applicable to Dell hardware covered under manufacturers warranty) ○ Business Days 08:00 to 17:00 ○ Nights N/A ○ Weekends N/A ○ Public Holidays N/A

NOTE: There must be a mutual agreement for planned maintenance downtime. This downtime will be planned with the business and fall within the change control of BAVIAANS MUNICIPALITY. The absence of this maintenance period may well result in not being able to deliver to the agreed SLA's. If the business does not allow these maintenance periods, for any reason, and equipment and system failures occur then these services will be excluded in the measurement of the performance of STASA.

23 Schedule 3 – Specified Equipment
FULL LIST OF HARDWARE TO BE ADDED

Service Elements	Inclusions	Exclusions
Servers Window Server 2008	<ul style="list-style-type: none"> ○ First Line Support ○ Vendor Management ○ Operating System ○ Network Connectivity 	<ul style="list-style-type: none"> ○ Hardware ○ Custom Applications
Networking	<ul style="list-style-type: none"> ○ First Line Support ○ Vendor Management 	<ul style="list-style-type: none"> ○ Hardware
Printers	<ul style="list-style-type: none"> ○ First Line Support ○ Vendor Management 	<ul style="list-style-type: none"> ○ Hardware
Telephony	<ul style="list-style-type: none"> ○ First Line Support ○ Vendor Management 	<ul style="list-style-type: none"> ○ Hardware ○ Configuration
Others	<ul style="list-style-type: none"> ○ Vendor Management 	

24 Schedule 4 – Fees
 Assumptions are listed below

Monthly Support Fee (As per attached original Proposal)

Service Elements	Monthly
Helpdesk	included
Desktop Support	included
Telephonic Support	included
Remote Server Support	included
Remote server monitoring	included

Time and material Rates

T & M Hourly Rates	
Note: Labour Rates are quoted on a next business day SLA and excludes travel charges	
Support contract rates billed in half increments	
Hourly Labour Rates	Desktop Server
Normal Working Hours	N/A N/A
After Hours and Saturdays	50% 50%
Sundays and Public Holidays	100% 100%

26 Terms and Conditions – forms part of Schedule 4 – Fees

1. All pricing is exclusive of VAT.
2. Support will be provided against agreed Service Level Agreements (SLA's) for the required services.
3. More than a 10% variation in users and/or the deployment of new technology or services will be subject to a negotiated adjustment. We will assess the impact on capacity and skills levels as part of any consideration of a change to fees.
4. Standard STASA terms and conditions apply.
5. Hardware base remains constant as specified in Schedule Equipment Schedule 3
6. Locations for support remains as specified in Schedule 1 Locations
7. A resource of Baviaans Municipalities choosing shall be mentored and trained on a "hands-on basis" from time to time, in order to increase the efficiencies within the SLA process.

Annexure A - Available Support Services

Service Desk

This would be your first point of contact with STASA should there be any sort of ICT problem. Any of Baviaans Municipality will be able to either via e-mail (support@stasa.co.za) or telephone (08611 STASA), log a support case with our Service Desk. The Service Desk operator will offer first line support to establish the severity of the problem and see if they are able to quickly talk the staff member through fixing the problem.

Should they be unable to efficiently rectify the problem telephonically, the case will be immediately escalated to the technical department for remote login and troubleshooting. Should the problem be a physical one, i.e. defective hardware, a technician will be dispatched to rectify the issue according to SLA standards.

Server Maintenance

All server related incidents will be escalated to the technical department for troubleshooting via telephone and remote login. Should these methods not resolve the issue a technician will be dispatched to site in accordance to the defined SLA.

Server management, general housekeeping and maintenance can be performed on the server remotely. This is a proactive service that ensures the server is optimized and monitored regularly. Should these methods not be effective or in place, a Server Engineer will be dispatched to site in accordance to the defined SLA.

Desktop Device Maintenance*

All desktop related incidents will be escalated to the technical department for troubleshooting via telephone and remote login. Should these methods not resolve the issue a technician will be dispatched to site in accordance to the defined SLA.

Printers

STASA will provide support on all printers except those managed by external suppliers or units under lease/rental agreements with the respective supplier. In these cases refer to the Vendor Management section later outlined in this document.

Network*

The physical cabled network (LAN), including the networking equipment, such as Switches, wireless AP's, and ADSL routers will be supported. ADSL routers can be managed remotely. STASA will facilitate the process and ensure that in case of a failure of any sort, that there is minimum down-time experienced. STASA will endeavor to carry replacement units at all times in case of a failure at Baviaans Municipality to ensure rapid response to failures.

Vendor Management

Should any problems lay outside of STASA's immediate control, such as Telkom failures, problems with the Internet, etc. STASA can proactively manage the calls to the respective vendors on Baviaans Municipality behalf. This would also apply to any IT equipment not purchased through STASA that fails under warranty. STASA can contact the warranty providers and arrange the warranty claim on Baviaans Municipality behalf.

Monthly Site Visit*

Monthly site visit will include a STASA technical resource arriving onsite, performing proactive maintenance checks and procedures on all Desktops and Servers covered under the Server and Desktop Support offering.

Backup & Test Restore Service

To protect data from disasters and minimize customer downtime, STASA recommends daily, weekly and year backup cycles. LTO tape drives is the recommendation. STASA can perform system state backups allowing full system recovery when disaster occurs. This service allows the management of the above and caters for monthly test restores (as per Monthly site visit schedule), proactively. The hardware and software requirements are Symantec backup exec and a LTO tape drive and LTO tape drive cartridges.

Levels of Support

IT related problems/issues reported to our Service Desk will be prioritised and this priority will be communicated to the person reporting the problem according to the definitions below.

Coding	Urgency		Definition	Response Time
Priority 1 – P1	High	1	An incident that impacts more than 20 users	1 Hour
		2	The whole branch down	
		3	Complete network outage	
		4	Unavailability of business critical applications	
Priority - P2	Medium	1	An incident that impacts between 5 – 20 users	2 Hours
		2	Unavailability of non-critical server applications	
		3	Unavailability of specific applications	
Priority 3 – P3	Low	1	An incident that impacts between 1 – 4 users	4 Hours
		2	Unavailability of general applications	

