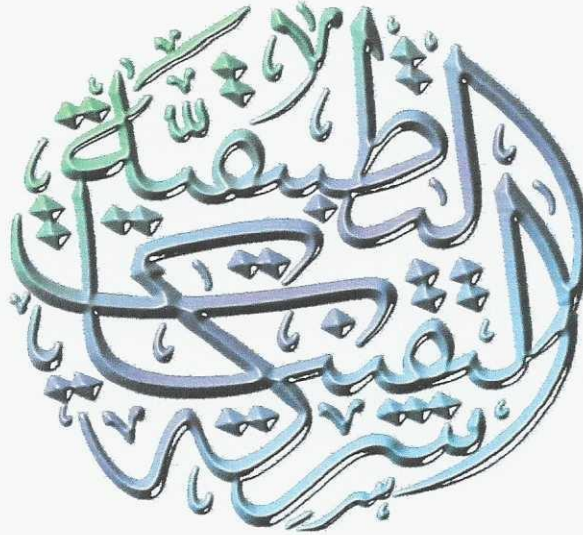




Applied Technologies Company

Kingdom Tower

Level 22nd

Tel: +966 (11)2110211

Fax: +966 (11)2110212

URL: www.app-tec.com

Service Level Agreement No. 0059

Date 18-10-2023

BETWEEN

Applied Technologies Company, a corporation organized and existing under the laws of Kingdom of Saudi Arabia, with its head office located at Olaya Road, Kingdom Tower, Level 22, South Side

AND

Taqnyat al Jawal for IT and telecommunications,
Jeddah, KSA

Terms & Conditions

The following Terms & Conditions apply only to Connectivity Services provided by Applied Technologies Company to customers signing up for business (CIR) connections and agreeing to a minimum service period of **three months** and only in respect to the provision of such services during such period.

Term / Renewal:

Access is granted for the period indicated on the agreement commencing on the date on which payment was received. Thereafter this Agreement will, provided the Subscription Fee is paid, automatically be renewed for successive terms of the same period unless one party notifies the other party in writing of its intention not to renew this Agreement for a successive term, 30 days prior to the expiry of the relevant term

Termination: This Agreement may be terminated as follows:

- The Customer shall be notified no less than 30 days in advance of any changes in Terms & Conditions. This Agreement shall terminate if the Customer rejects any of the changes inflicted on the Terms & Conditions as corresponded to the Customer. In the absence of any rejection by the Customer within 30 days of notification, the new Terms & Conditions will apply automatically.
- In the event of customer's breach of these Terms & Conditions, the customer's Internet access may be suspended if the customer remains in breach after 30 days of having been notified of the breach.
- In the event that Applied Technologies Company is in breach of Network Quality, Service Quality and Customer Care Quality guarantees in Sections I, II and III, for a period of 30 days or more, and a remedial plan has not been presented and agreed upon within such period, the customer may terminate this Agreement upon giving 30 days notice, and shall rightfully claim to recover all prepaid Subscription Fees from the date of notification.

Service Level Agreement

The following SLA applies only to Connectivity Services provided by Applied Technologies Company to customers signing up for business (BUS) connections and agreeing to a minimum service period of one year and only in respect to the provision of such services during such period.

Network Quality

1) Network Latency Guarantees:

Network Latency Guarantee Process: Latency shall be measured by averaging sample measurements taken during a calendar month between Hub Routers. No credits will be made if failure to meet a Network Latency Guarantee is attributable to reasons of Force Majeure. The Network Latency shall average to not more than 100 msec to the national Internet Exchange.

Network Latency Guarantee Remedy: If Applied Technologies Company fails to meet any Network Latency Guarantee in a calendar month, the customer's account shall be credited for that month and any subsequent month in which that Network Latency Guarantee is not met for the pro-rated charges for one day of the Applied Technologies Company Monthly Fee for the service with respect to which a Latency Guarantee has not been met.

2) Network Packet Delivery Guarantee:

Network Packet Delivery Guarantee Scope: Packet Delivery Guarantee is an average of 98% packet delivery or more between the customer's router and the national Internet Exchange.

Network Packet Delivery Guarantee Process: Packet Loss shall be measured by averaging sample measurements taken during a calendar month between Hub Routers. No credits will be made if failure to meet a Network Packet Delivery Guarantee is attributable to reasons of Force Majeure (as defined in the applicable service agreement).

Network Packet Delivery Guarantee Remedy: If Applied Technologies Company fails to meet any Network Packet Delivery Guarantee in a calendar month, the customer's account shall be credited for that month and any subsequent month in which that Network Packet Delivery Guarantee is not met for the pro-rated charges for one day of the Applied Technologies Company Monthly Fee for the service with respect to which a Network Packet Delivery Guarantee has not been met.

Agreement for Colocation Service Subscription

A) Customer Contact Details:

Organization	Taqnyat al Jawal for IT and telecommunications
Contact	Saud Alsulami
Email Address	S.alsulami@taqnyat.sa
Telephone	+966 55 569 5242
Fax	-
Location	Jeddah, Saudi Arabia

B) Service Details:

- Total Bandwidth 10 MBPS.
- Contract Start from **01-09-2023 UP to 30-11-2023**.
- All Prices in Saudi Riyals.

ITEM	QTY	DESCRIPTION	MONTHLY PRICE (MRC)	UNIT PRICE – SIX MONTHS
Bandwidth	10Mbps	10 Mbps DIA (1:1) Dedicated Internet Access	2,400	7,200
Public IPs	8	8 Public IPs	Free	Free
Colocation	-	Co-location service (Power Solution), Cooling, Space for two devices)	500	1,500
SUB TOTAL			2,900	8,700
VAT 15%			435	1,305
GRAND TOTAL (SAR)			3,335	10,005

- Invoice shall be issued every three months and the payment due on receipt.
- Due to this contract, these prices are valid for **three-months** only.

Bank details for transferring funds:

Please make cheque payable to:
Applied Technologies Company

Bank details for transferring funds:

- Applied Technologies Company
- Saudi National bank (SNB)
- IBAN: SA28 1000 0058 9000 0115 7707
- Account Number: 58900001157707
- SWIFT Code: NCBKSAJE
- Currency: SAR
- Riyadh City, KSA

By signing below, you certify that you have read and agreed to be bound by all such Terms & Conditions and Service Level Agreement collectively called "Agreement" and that you are authorized to sign this form on behalf of your organization. Order will be initiated after receipt of payment.

Applied Technologies Company LLC.

Taqnyat al Jawal for IT Services

Authorized Signature



CEO Mr. Raouf Aboud

Date: 18/10/2023

Authorized Signature



Mr. Saud Alsulami

Date: ١٨/١٠/٢٠٢٣

Stamp



Stamp



Notes

- Business Day: As per normal Saudi Arabian business practices; Sunday through Thursday. Two days weekend are Friday and Saturday. Also, National Holidays such as Eid Al Fitr (three working days) and Eid Al Adham (four working days).
- Business Hours: Normal working hours, which are from 8:00AM till 6:00PM of a Business Day.
- Force Majeure: Conditions beyond Applied Technologies Company's control including, but not limited to Acts of God, Government restrictions, wars, insurrections and/or any other cause beyond the reasonable control of the party whose performance is affected.
- CIR: Stands for Committed Information Rate usually intended for Business use.

Helpdesk Contacts

- Address: Level 22, Kingdom Centre
- E-mail: helpdesk@app-tec.com
- Website: www.app-tec.com
- Telephone: +(966) 11 211 0211
- Mobile: +(966) 55 211 0211