



CONTRACT: VALUE POINTS

N° :

CONTACT KEYTECH

Erik Steenhouwer

CEO

e.steenhouwer@keytech.be

+32 476 95 18 66

CONTACT CLIENT

KEYTECH

Meanderveld 9

1651 Lot

Belgium

<http://www.keytech.be>

VAT: BE 867.330.844

SERVICE CONTRACT: VALUE POINTS

GENERAL DESCRIPTION

Between

KeyTech, whose headquarters are located at Meanderveld 9 in 1651 Lot, represented by the contact person Erik Steenhouwer in his capacities as CEO Hereafter called **the Provider**,

And

XXX, whose headquarters are located at , represented by Hereafter called **the Client**,

The parties have agreed as follows:

CONTRACT OBJECTIVE

The objective of this Value Points contract is the provision of computing services by the Provider for the benefit of the Client, supplied by a team of specialists backed by the technical expertise and adequate infrastructure needed for proper performance of the services. These services are provisioned on a points basis (Value Points) with a beneficial fixed rate.

By signing this contract, the client obtains a certain number of points called Value Points from the provider that he can use for scheduled or on demand IT service provision.

When the provider's service desk is alerted of incidents or service failures at the client that causes a general work disruption, it shall be handled within 8 working hours (every working day in Belgium between 8:30 AM and 5:30 PM).

When the provider's service desk is alerted of non-critical but urgent incidents at the client that causes a partial work disruption, it shall be handled within 2 working days (every working day in Belgium between 8:30 AM and 5:30 PM).

Non critical or non urgent interventions shall be planned in best effort between the client and the provider. COveRED SERVICE PROVISION

Value-points cover remote and onsite support of all kind of documentation, maintenance, installations, configurations, troubleshooting and incident recoveries regarding :

- Windows Server 2016 and above
- Windows 10 and above
- MS-Office
- VMWare
- Antivirus
- Soft- and hardware updates
- Network components (switches, routers, Wi-Fi Aps, Firewalls)

RATES

By virtue of this kind of contract, each volume of value points acquired offers a reduction on the normal rates (94 € per hour without Value Point Contract) according to its level of points.

1 Value Point = 15 minutes (intervention) slot

Value Points **with “monitoring and alerting”** subscription :

VP contract name	Small	Medium	Large	Huge
Volume in days/hours	6 d / 48 h	12 d / 96 h	24 d / 192 h	48 d / 384 h
Volume of Value Points	192	384	768	1536
Rate per day / hour in €	672 / 84	640 / 80	608 / 76	576 / 72
Rate per Value Point in €	21	20	19	18
Total amount in € (price excluding VAT)	4032	7680	14592	27648

Value Points **without “monitoring & alerting”** subscription :

VP contract name	Small	Medium	Large	Huge
Volume in days/hours	6 d / 48 h	12 d / 96 h	24 d / 192 h	48 d / 384 h
Volume of Value Points	192	384	768	1536
Rate per day / hour in €	704 / 88	672 / 84	640 / 80	608 / 76
Rate per Value Point in €	22	21	20	19
Total amount in € (price excluding VAT)	4224	8064	15360	29184

The Value Points are deducted as service provisions (regardless of the type) are carried out according to the following rules:

- 3 Value Points will be counted for (go and return) travel for onsite service provisions beyond 1 day (no travel Value Points (within Belgium) shall be counted on full day service provisions)
- Min.1 Value Point per 15 minutes interval initiated for on-site service provisions and min. 1 Value Point per remote intervention request

MULTIPLYING FACTORS

By virtue of this kind of contract, each volume of value points acquired offers a reduction in rates according to its level of points.

This contract covers services during working days in Belgium and office hours (8.30am-5.30pm).

Service provisions outside these periods may be scheduled in advance with the the provider and are subject to increases according to the following rules:

Monday to Friday Outside working hours: + 50%

Saturday, Sunday and legal holidays : + 100%

CONTACT FOR SUPPORT

Support request should be addressed by e-mail to helpdesk@keytech.be

For critical or urgent intervention requests the client may call the number +32 (0)2 246 01 90

SPECIFIC CONDITIONS & CLAUSES

The Value Point contract is entered into for a period of one year and the remaining balance of value points can be reconducted to a next year if the contract is renewed with a new amount of Value Points which is at least 50% of the initial amount

When the Value Points have been used throughout the year, they are automatically provided again for the initial amount and invoiced to the client. If the client wishes to modify this amount or stop the contract, it must make an explicit request to the provider.

Invoicing is carried out once and immediately after signature of the contract and immediately after each Value Point renewal. Value Points may be used by the client from the time that the payment is received.

The provider sends monthly reports summarising the details of the use of the Value Points. If there have been no transactions, the provider provides a quarterly report so that the client has a correct idea of the number of remaining active Value Points in its contract.

Any complaint concerning a service provision must be carried out by registered mail to the provider within 5 working days following the service provision.

The provider may never be held liable for equipment interruptions or data loss.

The Service Provider undertakes to keep confidential all information of any nature regarding the Client which is not publicly available. The confidentiality imposed by this article shall continue to apply after the end of the contract.

Name of the company:

Represented by:,

Subscribes to a KeyTech IT valuepoint contract for a Value Point volume equivalent to:

192 384 768 1536

With a preferred initiation date of the contact on XX/XX/20XX.

Indicating agreement,

Drawn up and signed in

on/...../..... .

Name and signature