

1. INTRODUCTION

This Agreement describes the rights and responsibilities related to the IT Technical Support services **You** (hereinafter referred to as the “**Client**” or “**You**”) purchase from **Virtual Electronics Pte. Ltd.**, a company incorporated in Singapore at the address: 1 RAFFLES PLACE #20-61 ONE RAFFLES PLACE SINGAPORE (048616) (hereinafter referred to as the “**Supplier**”).

By clicking ‘accept,’ or using our services, You agree to the terms of this Agreement. If You do not have authority to enter into this Agreement, or if You do not agree with its terms, do not click ‘accept’ and do not use the IT Technical Support. If You determine that You cannot comply with the terms of this Agreement after You have paid for IT Technical Support, You may terminate Your access to IT Technical Support for a full refund provided You do so within thirty (30) days of Your purchase

This Agreement sets out how the Supplier will provide maintenance and support services for the IT system. It describes for which items the Supplier will provide support, what activities it will perform, and how the Client can expect problems with the IT system to be handled.

2. SCOPE

2.1. Dates and reviews

This contract begins on as you are have made an initial fee and will run for a period of 12 months, unless it is agreed otherwise.

It may be reviewed at any point, by mutual agreement. At the end of the contract, the Supplier and Client will discuss possible renewal terms.

2.2. Equipment, software and services covered

This contract covers the equipment, software and services complete information of which is provided to the Supplier. Each piece of the equipment, software and services for what IT support services shall be provided are to be agreed by both parties.

2.3. Additionally:

- a. This contract does not cover IT system problems caused by using equipment, software or service(s) in a way that is not recommended.
- b. If the Client has made unauthorized changes to the configuration or set up of equipment, software or services, this agreement may not apply.
- c. If the Client has prevented the Supplier from performing required maintenance and updates, there may be a delay in resolving issues.
- d. This contract does not apply to circumstances that could be reasonably said to be beyond the Supplier’s control. For instance: floods, war, acts of god and so on.
- e. This contract also does not apply if the Client fails to pay agreed Supplier invoices on time. Having said all that, the Supplier aims to be helpful and accommodating at all times, and will do its absolute best to assist the Client wherever possible unless otherwise agreed in writing.

3. RESPONSIBILITIES

3.1. Key Supplier responsibilities

The Supplier will maintain and support the IT system used by the Client. Additionally, the Supplier will:

- a. Ensure relevant software, services and equipment are available to the Client in line with the service level agreement (SLA) that accompanies this contract.
- b. Respond to support requests as described in the SLA — and within reasonable time, in any case.
- c. Do its best to escalate and resolve issues in an appropriate, timely manner.
- d. Maintain good communication with the Client at all times.

3.2. Key Client responsibilities

The Client will use the IT system covered by this contract as intended. Additionally, the Client will:

- a. Notify the Supplier of issues or problems in a timely manner.
- b. Provide the Supplier with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- c. Keep the Supplier informed about potential changes to its IT system. For example, if staff are to begin connecting their own mobile devices to the company network, the Supplier may be able to adjust its services accordingly.
- d. Maintain good communication with the Supplier at all times.

4. ACTIVITIES

The Supplier may perform a number of specific activities for the Client, such as:

Activity		Notes
Document software and hardware changes	As necessary	
Send Client log of work performed	Monthly	
System maintenance		
Check backups are running properly	Daily	Simple check that backups are running with no errors reported.
Perform backup test	Monthly	Full data restore test.
Install software patches, service packs and other updates	As necessary	Install software patches, service packs and other updates
Fixing problems		
Disaster recovery of core systems	As necessary	In the event of a significant IT failure or problem (e.g. complete server failure or security breach), the Supplier will do everything possible to restore service. A separate disaster recovery plan should be maintained.

Raise support requests with third-party providers	As necessary	Where cloud services and other aspects of the IT system are not in
Managing networks		
Maintain internet connection	Constantly	Where cloud services and other aspects of the IT system are not in the Supplier's direct control, the Supplier will take responsibility for liaising with third-parties to resolve issues.
Maintaining security		
Monitor firewall logs	Monthly	The Supplier will attempt to identify and address any unusual or suspicious activity.
Check status of security software updates	As necessary	The Supplier will attempt to identify and address any unusual or suspicious activity.
Managing apps and services		
Create, manage and remove mailboxes	As necessary	For example: Creating email addresses for new users Increasing mailbox size if required

5. REACTIVE SUPPORT

The Supplier will also provide reactive support services to the Client. When the Client encounters an issue with the IT system, it should raise this with the Supplier.

The Supplier will then investigate the problem and respond appropriately.

It also ensures required information about the issue is captured efficiently, and that the Supplier's response times (important for the SLA) are measured fairly.

6. SUPPORT TIERS

Support requests raised by the Client will be handled by three tiers of support:

6.1. Tier one.

This is where all support incidents begin. The issue is clearly recorded and the Supplier performs basic troubleshooting.

6.2. Tier two.

If an issue cannot be resolved in tier one, it will be escalated to tier two. At this point, the Supplier will perform more complex support, using specialist staff where appropriate.

6.3. Tier three.

Issues that cannot be resolved at tier two will be escalated to tier three. At this level, support is provided by the Supplier's most-experienced staff, who can draw on a range of expertise from third-parties when needed.

7. CHARGES AND CONDITIONS

The monthly price for these services shall be agreed by both parties separately when the Client makes an order. This is not all-inclusive charge.

Support will be provided during working hours. These are also referred to as 'standard hours' and are 10am — 7pm on weekdays (excluding State Holidays).

Support will be provided on a remote access basis. Visits to the Supplier's premises (or to other sites) are charged separately.
All prices shown exclude VAT.

