LAPTOP RENTAL
SERVICE LEVEL AGREEMENT

Between

Cryptaum Ltd

&

....

www.cryptaum.com

This Agreement is entered into as of ……………………………… (the "Effective Date")
BETWEEN

………
(hereinafter referred to as the "**CUSTOMER**")
AND

Cryptaum Ltd, holder of Business Registration Number C18155874, a company incorporated in the Republic of Mauritius and having its office at Brown Sequard Street, Vacoas,, Mauritius.
(hereinafter referred to as the "**Cryptaum**").

1   Recitals

A. This Service Level Agreement details the scope and services offered by the Customer Support function of Cryptaum to the Customer during the term of this Service Level Agreement.

B. This Service Level Agreement also sets out the level of cooperation expected, and the process that the Customer should follow, in order to obtain the service level offered by Cryptaum.

2   DEFINITIONS

This Agreement and all its interpretations would be governed by the definitions as mentioned below:

1. "Agreement" or "SLA" shall mean this agreement and all its appendices/annexure as well as any amendments that may subsequently be agreed between both Parties in writing.
2. "Customer" shall mean the party to whom Cryptaum sells a Product or provides a service. Here the "Customer" is **……….**.
3. "Customer Support" shall mean Cryptaum's organization and activities through which the Customer's operation and maintenance is supported for Cryptaum's Product(s).
4. "Party" shall mean the **Customer** and **Cryptaum**, respectively, collectively referred to as "Parties".
5. "Product" shall mean the product purchased by the Customer from Cryptaum (Hardware and Software).
6. "Purchase Price" of the Product shall mean the cost of the Product specified in the relevant purchase order of the Product under which the Customer has purchased the said Product.
7. "Site" shall mean each physical location where the Product has been installed. "Services" shall mean the services to be provided by Cryptaum to the Customer under this Agreement.

3   SCOPE OF THE AGREEMENT

Cryptaum agrees to provide the following Services to the Customer:
- To provide support to the Customer during installation and support in relation to the Products set out under this clause.
- Replacement and Repairs as per SLA
- Excludes new installations and configurations

3.1 Description of Product under Support under this Agreement:

LAPTOP Rental Options

Option	Model	Pricing (Excl. Vat)
Option 1 - **New** High Performance	15.6" Intel Corei9 24GB 1TB SSD Windows 11 Laptop (No Accessories)	**Rs 3,150** **/month**
Option 2 - **New** Performance	15.6" Intel Corei7 16GB 512GB SSD Windows 11 Laptop (No Accessories)	**Rs 2,150** **/month**
Option 3 -**Refurbish**	15.6" Intel Corei5 12GB 256GB SSD Windows 11 Laptop (No Accessories)	**Rs 1,150** **/month**

3.3   Duration of this Agreement:
(a) This Agreement comes into effect on the Effective Date ………….
(b) Subject to clause 13 (Termination) below, this Agreement is valid until ……………………

4   Response time specification
4.1   SLA

Problem Severity	Response Time	Resolution Time	SLA
Laptop dead	24 hour	48 hours	A replacement laptop will be provided after diagnosis and repair attempt
Misuse	24 Hour	48 Hours	Residual fees might be applied. Replacement laptop will be provided as term of SLA.

5   Help Desk Service
- The Telephone no. for Helpdesk is: 57985109 (Whatsapp)
- Email -> sales@cryptaum.com
- Customer is requested to specify the problem and provide necessary data while logging the query. Cryptaum's working hours are 9:00 a.m. to 5 p.m. Monday through Friday.

6   Confidentiality:

6.1   The following definition applies to this clause 9.

"**Confidential Information**" means all information relating to a party ("**Disclosing Party**") that is provided by the Disclosing Party (or its representatives or advisers) to the other party (**Receiving Party**) in relation to this Agreement, in whatever form, and includes any document, electronic file or any other way of representing or recording information which contains or is derived or copied from such information but excludes information that:

(a)   is or becomes public information other than as a direct or indirect result of any breach by the Receiving Party of this Agreement; or

(b)   is identified in writing at the time of delivery as non-confidential; or

(c)   is known by the Receiving Party before the date the information is disclosed to it by the Disclosing Party or its advisers or is lawfully obtained by the Receiving Party after that date and, as far as the Receiving Party is aware, has not been obtained in breach of, and is not otherwise subject to, any obligation of confidentiality.

6.2   Each Party undertakes:

(a)   to keep all Confidential Information confidential and not to disclose it to anyone, save to the extent permitted by clause 9.3, and to ensure that all Confidential Information is protected with security measures and a degree of care that would apply to its own confidential information;

(b)   to keep confidential and not disclose to anyone except as provided for by clause 9.3 the fact that the Confidential Information has been made available to it; and

(c)   to use the Confidential Information only for the purpose of this Agreement.

7   Termination

13.1   A party may terminate this Agreement by giving the other party a prior written notice of at least 30 calendar days.

13.2   This Agreement will terminate automatically, without any formality, if a party defaults under any obligation under this Agreement and if the default is not cured within 15 calendar days (when capable of being cured) after a written notice by the non-defaulting party to the defaulting party.

13.3   This Agreement will terminate automatically, immediately and without any formality, if any insolvency proceeding is commenced by or against a party.

8   Governing Law and Jurisdiction

8.1   This Agreement shall be governed by and construed according to the laws of the Republic of Mauritius.

8.2   Jurisdiction

The parties submit to the exclusive jurisdiction of the courts of the Republic of Mauritius for the purposes of all legal proceedings arising out of or in connection with this Agreement or the transactions contemplated by it.

9   Miscellaneous

9.1   Entire Agreement and Variation

(a) This Agreement constitutes the entire agreement between the Parties and supersedes and extinguishes all previous drafts, agreements, arrangements and understandings between them, whether written or oral, relating to its subject matter.

(b) No variation of this Agreement shall be effective unless it is in writing and signed by each of the Parties (or their authorised representatives).

9.2   No Waiver
The omission by a Party to exercise any of its rights will not be deemed to be a waiver of the exercise of any such right subsequently. The omission by a Party to notify the other Party of the occurrence of a default will not be deemed to be a waiver of the right of that Party to avail itself of such default.

9.3   Assignment
Except as otherwise provided in this Agreement, no Party may assign, sub-contract or deal in any way with, any of its rights or obligations under this Agreement or any document referred to in it, save that the Customer may assign its rights under this Agreement to any entity in its group on prior written notice to Cryptaum.

9.4   Counterparts
This Agreement may be executed in any number of counterparts, all of which taken together constitute one and the same instrument. A party may execute this Agreement by signing any counterpart. A manually executed counterpart delivered by facsimile or electronic transmission will be deemed delivery of an original counterpart.

9.5   Notices
Any notice to be given to a Party in connection with this Agreement will be given in writing and will be given by personal delivery, by a reputable delivery service, by fax or by electronic mail, addressed to the recipient at its address specified below or at such other address as may be notified by the recipient party to the other parties pursuant to this clause:

Cryptaum: Karishma Dhunnoo

Customer:

The Parties have signed two originals of this Agreement by their duly authorized representatives on the respective dates set out below with effect from the Effective Date as specified in this Agreement.

Signed for and on behalf of **Cryptaum Ltd.**

…………………………………..
Name: Karishma Dhunnoo
Title: Manager
Date:

Signed for and on behalf of **………………….**

…………………………………….
Name:
Title:
Date: