

# WAIO Tech - SERVICE LEVEL AGREEMENT (SLA)

Effective Date: \_\_\_\_\_

Between:

WAIO Tech (Pty) Ltd ("The Provider")

AND

Company Name: \_\_\_\_\_ ("The Client")



## 1. Introduction

This Service Level Agreement ("SLA") outlines the terms, conditions, and service commitments for the provision of service by WAIO Tech to the Client. This agreement ensures mutual understanding of deliverables, timelines, fees and scope of work.

## 2. Pricing & Plan Selection

Feature/Term	Starter Plan (3y)	Pro Plan (2y)	Once-Off Plan
Setup Fee	R900	R1,500	R5,000
Monthly Fee	R350	R250	None
Contract Length	3 Years	2 Years	None
Updates	6/year	12/year	12/year
Annual Fee (Y2+)	R890 (+5% p.a.)	R890 (+5% p.a.)	R890 (+5% p.a.)
Ownership	WAIO Tech	WAIO Tech	Client
Cost Over Term	R15,424.50	R8,434.50	R5,000

Total cost includes setup + monthly fees. Annual fee applies from Year 2 and increases by 5% per annum.

**Plan Selection:** *(Tick one)*

- ☐ **Starter Plan** - R900 setup + R350/month - 3-year contract
  - ☐ **Pro Plan** - R1,500 setup + R250/month - 2-year contract
  - ☐ **Once-Off Plan** - R5,000 once-off - No contract
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### 3. Scope of Service

WAIO Tech will provide:

- Fully functional digital menu/data capture platform, accessible via tablet, kiosk, or web link.
  - Custom branding (logo, colors, contact info).
  - Setup of menu, products, or forms using client-provided content.
  - Updates and maintenance as per selected plan.
  - Hosting, backups, and security.
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### 4. Out-of-Scope / Out-of-SLA Work

Billable work outside plan limits (requires separate consultation or quotation):

- Major redesigns or new feature requests outside plan limits.
- Custom integrations with third-party systems.
- Urgent support outside normal business hours.
- Additional updates beyond the plan limit.

**Consultation / Extra Work Fees (per hour or part thereof):**

Plan	Out-of-SLA Rate (per hour)
Starter Plan	R750
Pro Plan	R550
Once-Off Plan	R350

- Custom projects or large redesigns will be quoted separately in writing before work begins.
  - Rates apply for work requested outside standard SLA commitments, including urgent support, additional updates, or platform modifications.
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## 5. Service Commitments

Commitment	SLA Coverage	Out-of-SLA Work
Updates	Within 3 working days (per plan)	Extra updates billed per hour or as quoted
Uptime Guarantee	99% uptime excluding maintenance	N/A
Support	Email & WhatsApp, Mon-Fri, 8am-5pm	Requests outside business hours billed separately

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## 6. Client Responsibilities

- Provide complete and accurate menu/form details, pricing, and images.
  - Provide branding and company info for setup.
  - Respond promptly to WAIO Tech queries.
  - Ensure timely payment of all fees.
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## 7. Payment Terms

- Setup/deposit payable before work begins.
- Monthly/annual fees payable in advance.
- Non-payment within 7 days may result in service suspension.
- Out-of-SLA work billed separately and payable on delivery.

### Bank Details:

- **Account Holder:** WAIO Tech
  - **Bank Name:** TymeBank
  - **Branch Code:** 678910
  - **Account Number:** 51000007573
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## 8. Termination

- Monthly/annual contracts require 30 days written notice after minimum term completion.
  - Early termination before contract maturity requires payment of remaining contract balance.
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# 9. Agreement

By signing below, the Client agrees to the terms outlined in this SLA.

<b>Client Name</b>	<b>Signature</b>	<b>Date</b>
<hr/>	<hr/>	<hr/>
<b>WAIO Tech Representative</b>	<b>Signature</b>	<b>Date</b>
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