

Website Maintenance and content update -Service Agreement

FIRST PARTY		SECOND PARTY	
ROUTEDGE WLL Office-91, 19 th Floor Al Reem Tower West Bay Doha- Qatar	Account Manager <Name> Technical Support support@routedge.qa	< name and Address of Customer>	Main Contact <i>Customer</i> Billing Contact <i>Name</i>

Dear Sir/Madam,

Thank you for considering Web services through ROUTEDGE. Hoping this order form cum contract would help to understand the responsibilities of both parties and scope of the services through ROUTEDGE for one year or more.

Please follow below steps to ensure continued support or content update or any preventive maintenance that protects from content corruption as well as continued call support from our technical support until.

1. Verify the services required below on this website SLA Form. If you have questions, please contact ROUTEDGE Support team or your account manager.
2. If you agree with the information below and will be placing your order with ROUTEDGE, provide us a signed copy of this order form
3. Email a copy of your Signed order to info@routedge.qa

SCOPE & SERVICES	Monthly Charge	Annual Charge -QAR
1. Annual maintenance of website with content management for ----- INCLUDING Bug Fixes, any update required for smooth running of website, editing of website contents and when provided by PHRS FILM	NA	0,000/-
2. Annual Website content (CMS) update as and when provided by ----- -----including a. Uploading of banner images and content under the specified menu in the website b. Updates will be in the specified section in the website <domain name>	NA	0,000.00/-

Total

QAR.0,000/-

Recital

NOW, THEREFORE, in consideration of the mutual promises herein contained, the First Party and the Second Party hereby agreed as follows:

1. General Responsibilities of First Party:

Some specific work items are listed below to be performed by the First Party using the resources hired through ROUTEDGE:

- Maintain <Domain Name> website services using SECOND party's server with proper maintenance and security updates of site frequently to suit the Second Party's requirements and to its satisfaction; content update request on a time frame of within 2 hours on working days and as mutually agreed time frame on holydays.
- Provide support, INCLUDING Bug Fixes, any update required for smooth running of website, editing of website contents and when provided by second party Agreement and in accordance with the terms and conditions hereinafter
- Content update (CMS) based data update for second party as and when requested from Second Party including images or Video linking as specified by Second Party
- First party would comply with the Information Security and other relevant policies of the second party and agrees to fix all defects / issues required from information security compliance perspectives.
- First party shall handle administrative password upon approval from the Second Party.
- Best possible Security of webpage from hacking as well as corruption within the limits of ROUTEDGE maintenance.
- Proper handling of administrative passwords
- Changes of website content as and when requested without altering the structure
- Project shall start immediately after signing of contract and initial payment.
- Handover the website content, software code, technical knowledge transfer to the second party for back-up or upon termination
- First party would maintain website for 12 months and subject to renewal of maintenance agreement subsequently
- First party will not be responsible for any loss of data due to organized hacking or DDOS attacks, failure due to technology failures, bugs in the technology or password theft-based hacking through System Admin's desktop using malware or hackers making 2nd party's website as a base for cybercrime activities using malware or any other password theft.
- First Party with the help of Second party should ensure that all the forms of the website secured with CAPTCHA security and all emails send from website send through SMTP authenticated emails
- First party will not be responsible for SPAM mail generated from website due to technology failures

2. Responsibilities of Second Party:

- Second party will be the owner of websites, web files, emails hosted, source code and domains registered
- Second party should ensure that all the passwords administered properly and avoid sharing in groups.
- Second party should ensure that all materials, logo's trademarks is owned by Second party itself and if necessary, have to obtain written permissions from actual owner to avoid legal hassles.
- Payment shall be released as mentioned in payment structure or as agreed with mutual understanding

3. The Project Duration and Schedule:

Due to frequent hike of third party license costs including cPanel, Plesk, Microsoft and other security tools, Maximum hosting period will be 2 years and second party can renew as agreed upon between both companies for 2 more years,

4. Additional Services

- First party (ROUTEDGE) shall undertake additional website creation jobs as per instructions from second party and second party shall make payments as mutually agreed.

5. Nondisclosure

All information acquired by the First Party' servers or data relating to the website hosting and emails of the Second party and its associates shall be treated by the First party as confidential (after as well as during this Agreement) and the First party shall not make any use or disclosure of it. Any disputes related to disclosure of information of company or project will be governed in accordance with laws of the country

6. Termination of the Agreement:

- Either by the Second Party or by the First Party (ROUTEDGE)
- Minimum 30 days' notice shall be furnished by either Party in written form to terminate the Agreement.
- The First Party shall handover all required information and data to the Second Party or his assigned party if the Agreement is terminated.

7. Warranty:

The First Party warrants that First Party will not infringe any third-party copyright or other intellectual property rights during website maintenance process.

8. Fees and Payment Structure:

- Total service cost agreed upon is <Total Cost>/- including 2 months free support
- Payment transfer should be done to **ROUTEDGE COMPANY** account
- The Second Party shall pay the maintenance fees on yearly basis in advance
- No refund of any fees paid for maintenance and content update

9. Copy Rights and Other Intellectual Property Rights:

The First Party acknowledges that any and all of the copyright, trademarks and other intellectual property rights including the 'Look and Feel' of the website and its contents being the Second Party's corporate know-how('IPR') used in or subsisting in or in connection with the website, its contents , products including multimedia, audio-visual material and any Bespoke Software developed for the Second Party in accordance with this Agreement are owned and will be the sole property of the Second Party. The domain name, whether registered by the First Party or by the Second Party, will belong solely and exclusively to the Second Party.

10. Liabilities:

1. Neither party will be under any liability to the other in any way whatsoever for delay or damage arising out of war, rebellion, civil commotion, earthquake, explosion, flood, or any acts of God or other acts of Government.

11. Governing Laws and Jurisdiction:

Any dispute shall be discussed and cleared.

Signature FIRST PARTY		Signature SECOND PARTY	
ROUTEDGE WLL Account Manager <Name>	 <ROUTEDGE Stamp>	< name of Customer>	 STAMP

For online Agreements



I <customer name> by checking the check boxes warrant that I read and agree the agreement above.