

Utilities World Service Level Agreement

Appendix 1 – Schedule of Charges

Item	Charge Type	Charge
Software license fee	Monthly	R12 000,00
Disaster recovery hosting fee	Monthly	R10 500,00
GPRS and or 3G enabled SIM Cards Monthly Rental	Monthly Each	R250,00
Engineering tokens generated at Management System and SMS'd to user	Per SMS sent	R0.50