

SoftSol Master Service Level Agreement

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This downloadable copy is produced by Midas for convenience. Published terms at /sla prevail if there is any mismatch. Obtain legal advice on final wording.

NOTICE

This Agreement only becomes active upon completion of a Subscription Form. If no services are signed up for, there is no cost and no commitment from either party.

Throughout this Master SLA, 'The Client' means The Party identified in the Subscription Form, or SoftSol's counterparty named on signed orders, as applicable.

1. TERMS OF SERVICE & EQUIPMENT RISK

- Service basis: Services are pre-paid unless otherwise agreed.
- Equipment risk: All equipment (hardware/devices) worked on, transported, or held at SoftSol's workshop is handled at the CLIENT'S SOLE RISK.
- Insurance: It is The Client's responsibility to insure equipment against loss or damage.
- Zero-commitment: No fees are due if no Subscription Form is active.

2. RATES & HOURS

- Ordinary hours: 08:00–17:00 on business days.
- After-hours: Support outside ordinary hours is charged at DOUBLE the standard rate.
- Standard rates: As per the current Rates Annexure (C).

3. LIABILITY & SECURITY

- Data recovery: Rates exclude data recovery and hardware costs.
- Liability limit: SoftSol is not liable for loss of profit, data, or consequential damages except where caused by gross negligence.
- Third-party criminality: SoftSol is not liable for breaches caused by third-party hacking or ransomware.
- Non-solicitation: The Client agrees not to solicit or employ SoftSol staff for 12 months after the end of the commercial relationship governed by this Master SLA.

4. INVOICING

- Cycle: Invoices are delivered by the 20th and payable by the 26th of the following month.
- Interest: Late payments accrue interest at the South African Prime Rate plus 200 basis points.

5. TERMINATION

Either party may terminate on written notice in line with the Subscription Form or any minimum term stated there. Charges for work performed and lawful cancellation fees (if any) remain payable.

ANNEXURE A — SUPPORT SERVICES (SUMMARY)

Detailed scopes are supplied with each Subscription Form or on request.

ANNEXURE B — ADDITIONAL SERVICES (SUMMARY)

Project-style or ad hoc work is quoted unless expressly included on the Subscription Form.

ANNEXURE C — RATES

Current tariff schedules are published from time to time as Rates Annexure (C); ask your SoftSol account contact for the active version.

ANNEXURE D — SUBSCRIPTION FORM

Complete the Subscription / contact form on the SoftSol Midas portal to activate services:
/subscription