

## SLT Smart Home Terms of Service

### 1. Terms of service

- a. The service herein refers to the smart devices, software platforms, mobile applications, delivery and installation offered in isolation or together with SLT Smart Home Services.
- b. SLT may make commercially reasonable updates to the service devices from time to time.
- c. SLT shall amend the Terms of Service from time to time including the charges/fees applicable (and any linked documents). If Customer is not in Agreement with the revised version of the Terms of Service/Devices, it is advised to stop using the service.

- 4.1 In case of weak signals, SLT shall deploy a compatible signal repeater with the consent of the Customer and the Customer shall be liable to pay SLT the charges which may be levied by SLT on account of deploying a compatible signal repeater, within fourteen (14) days of receipt of SLT's Invoice setting out such charges.

### 2. Payment Terms.

- a. Device cost shall be fully paid by the customer before the stipulated time given by SLT.
- b. Monthly subscription shall be paid without arrears, otherwise SLT has the right to discontinue the service.
- c. Customer is responsible for the payment of any taxes, and Customer will pay SLT for the service without any reduction of taxes.

### 3. Warranty

- a. Warranty Services shall be applicable for the Smart Home Solution provided to the Customer, subject to the payment of relevant monthly subscriptions as stated under Annex ... attached herewith..
- b. SLT has the full right to replace the devices according to device availability.

#### 4. Obligations of the Customer

- a. Subsequent to the installation and test run the Customer shall accept the Smart Home Solution deployed at the premises. (Any disputes by the Customer shall be informed to SLT within 03 days of the initial installation.)
- b. User is solely responsible for the use of equipment and service and shall comply with the applicable Terms of Use.
- c. SLT recommends to have alternative access controls for essential parts of Customer's premises such as doors, lights, or any others as deemed necessary
- d. Customer is solely responsible for the confidentiality of the login usernames and password.
- e. SLT Smart Home service requires an active internet connection to operate. Customer is responsible for maintaining an active internet connection which connects the Smart Home devices to SLT Cloud.

#### 5. Suspension and removal

- a. SLT has the sole right to suspend the service in case of non-payment.

#### 6. Service Level Agreement (SLT)

- a. SLT ensures 99% uptime of the service. However, if SLT fails to meet the SLA, customer or other parties will not be eligible for any damage claims.

#### 7. Technical Support

- a. Reach our 24\*7 support hotline by dialing 1212 from any number.