



**Service Level Agreement (SLA)**  
**Ngcom Lastmile Solutions Ltd**  
**Effective Date: 27<sup>th</sup> Sept 2021**

**Version: 1.0**

## **1. Introduction**

This Service Level Agreement (SLA) sets forth the terms and conditions under which **Ngcom Lastmile Solutions Ltd** ("Ngcom", "we", "our", or "us") provides internet services to its customers ("you", "your", or "Customer"). This SLA outlines service expectations, responsibilities, and policies regarding uptime, support, billing, and equipment.

## **2. Scope of Services**

Ngcom delivers broadband internet access through the following platforms:

- **Fiber-to-the-Home (FTTH) / Fiber-to-the-X (FTTX)**
- **Fixed Wireless Internet Service Provider (WISP)**

## **3. Equipment Ownership and Warranty**

- All equipment provided by Ngcom (e.g., routers, antennas) remains the property of Ngcom for the first **six (6) months** of service. Ownership may transfer to the customer thereafter, subject to contract terms.
- Equipment is covered by a **one-year manufacturer's warranty**.
- Customers are responsible for proper use and maintenance.
- Damage resulting from **negligence, misuse, or natural occurrences** (e.g., lightning or thunder) will attract repair or replacement costs, borne by the customer.

## **4. Customer Support & Fault Resolution**

Ngcom provides **customer support** through the following channels:

- **Phone:** +2348170133333 / +2348170133330 (Mon – Sat, 8am – 5pm daily)
- **For unofficial hours, please call 08090203800 to resolve all complaints**
- **Email:** support@ngcomls.com
- **Fault Resolution Timeframe:** All reported issues will be addressed within **24 hours** of receipt.
- **Site Visit Charges:** On-site support may incur a service fee when issues are traced to the customer's internal setup or when an engineer is specifically requested by the customer.



## 5. Service Uptime Commitment

Ngcom guarantees a **monthly service uptime of 97%**.

- In the event of an outage exceeding **24 hours**, affected customers will be eligible for **service credits** proportional to the downtime experienced.

## 6. Pricing and Billing

- All payments must be made via our secure online payment platform: <https://portal.ngcomls.com/auth> or through our website [www.ngcomls.com](http://www.ngcomls.com) (click on my Accounts and follow the prompt).
- Subscription fees are payable **in advance** and may be subject to periodic review.
- Ngcom will provide a **minimum of 14 days' notice** prior to any price adjustments.

## 7. Cooling-Off Period

- A **7-day trial period** begins upon service activation.
- Customers may cancel the service within this period and receive a **full refund**, provided all equipment is returned in good condition.

## 8. Compensation for Service Disruption

- Customers will be compensated for any downtime exceeding 24 hours.
- Compensation excludes cases where support is declined, unavailable due to customer scheduling outside operational hours (8:00 AM – 5:00 PM), or intentionally postponed by the customer.

## 9. Limitations and Exclusions

Ngcom shall not be held responsible for service interruptions resulting from:

- **Force Majeure Events:** Natural disasters, acts of government, civil disturbances, or other events beyond our control.
- **Customer Equipment Failures:** Issues arising from third-party devices or customer network configurations.
- **Scheduled Maintenance:** Planned maintenance activities, for which customers will receive prior notice.

## 10. Service Termination and Suspension

- Ngcom reserves the right to **suspend or terminate** service for non-compliance, misuse, or non-payment.



- Customers may terminate their subscription with 30 days' written notice. All outstanding fees must be settled prior to termination.

## 11. Governing Law

This Agreement shall be governed by and interpreted in accordance with the laws of **Nigeria**. Any disputes shall be resolved in accordance with applicable local regulations.

## 12. Data Protection and Confidentiality

Ngcom shall implement appropriate technical and organizational measures to protect the confidentiality, integrity, and availability of customer data transmitted or stored via its network and infrastructure.

- Ngcom shall not access, use, disclose, or share any customer data without the prior written consent of the Customer, except where required by law or regulatory authority.
- Ngcom shall ensure that any personal or confidential information belonging to the Customer is processed in accordance with applicable data protection laws in Nigeria, including the Nigeria Data Protection Act and guidelines issued by the Nigeria Data Protection Commission (NDPC).
- In the event of a data breach affecting the Customer, Ngcom shall notify the Customer within 48 hours of becoming aware and cooperate fully in any investigation or remediation efforts.
- This obligation shall survive the termination or expiration of this Agreement.

## 13. Customer Acknowledgment

By subscribing to Ngcom's internet services, the Customer acknowledges and agrees to the terms outlined in this Service Level Agreement.

### Ngcom Contact Information

**Website:** [www.ngcomls.com](http://www.ngcomls.com)

**Email:** support@ngcomls.com

**Phone:** +234 817 013 3333 / +234 817 013 3330

### Acceptance & Signatures

**Customer**

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Authorized Ngcom Rep:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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*Note: This SLA may be updated periodically. Customers will be notified of any changes in advance.*

