

Cisco Powered Cloud Services or Cisco Powered Managed Services SLA

I certify that Brilliant Telecommunications (Pty) Ltd is reselling a Cisco Powered Cloud or Cisco Powered Managed Service that does not require an end customer SLA as the Services Provider will own and manage the end customer SLA. The Cisco Powered Cloud or Cisco Powered Managed Services resell relationship does not require an SLA between the Services Reseller and the Services Provider.

Brilliant Telecommunications (Pty) Ltd will manage the SLA and all end customer support.

We Brilliant Telecommunications (Pty) Ltd agree to provide any evidence to the auditor during an audit as required.

This document, signed and dated, will serve as the documentation for the SLA document requirement to support the Cisco Powered Cloud or Cisco Powered Managed Services.

Name/Signature: Maanda Reuben Phalanndwa



Title: Chief Executive Officer

Date: 18 August 2016



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