



MAINTENANCE SERVICES CONTRACT

Between

ACT

And

ITEC INTERNATIONAL Ltd

APRIL 2026

Page 1 of 5



BETWEEN THE UNDERSIGNED

This CONTRACT is entered into on this Date 9th/April/2026, by and between
Client ACT, **TIN Number:** represented here by, hereinafter referred to as
“Client”, on the one hand, having its headquarters at (Address.....), email:
.....

And

ITEC INTERNATIONAL Ltd, TIN Number 120454123.BP 5808 KIGALI represented by
Eng. Serge TWAGIRAMUNGU, Managing Director, Phone: +250788730582/+250788620612
and email: info@itec.rw hereinafter referred to as “ITEC”.

WHEREAS;

The client wishes to engage ITEC INTERNATIONAL Ltd to provide maintenance and technical support services for the system deployed at ACT;

NOW THEREFORE, THE PARTIES HEREBY AGREE AS FOLLOWS:

Article 1: Nature of Services

Obligations of ITEC INTERNATIONAL Ltd:

- (i) ITEC shall provide system maintenance and technical support for the system deployed at **ACT**.
- (ii) ITEC shall ensure system availability and proper functioning under normal operating conditions.
- (iii) ITEC shall conduct preventive and corrective maintenance as required.
- (iv) ITEC remain the owner of the System and all related intellectual property rights, while granting ACT a non-exclusive right to use the System during the Contract period.
- (v) ITEC shall not use any of Client's information outside the scope of this contract.



- (vi) ITEC shall not be responsible for any defects, configuration issues, or damages that occurred prior to the commencement of this contract.

Obligations of ACT:

- (i) The Client shall be granted the right to use the System for its internal operations during the Contract period.
- (ii) The Client shall provide ITEC with access to the System and all necessary information for maintenance.
- (iii) The Client shall provide and maintain stable internet connectivity and a suitable operational environment.
- (iv) The Client shall cooperate fully with ITEC and designate a focal person for coordination.
- (v) The Client shall ensure proper use of the system in accordance with provided guidelines.

Article 2: Duration of Contract

This contract shall become effective upon signature by both parties, and shall remain valid for a period of five (5) years, renewable upon mutual written agreement.

Article 3: Performance standards

ITEC shall perform the services with the highest standards of security, support, professionalism, Ethical competence, and integrity.

Article 4: Payment

The Client shall pay to ITEC a monthly maintenance fee of Five Hundred Thousand Rwandan Francs (500,000 RWF).

This amount shall be payable upon receipt of invoice and shall not be subject to reduction based on revenue performance.

Failure to remit the monthly amount within the agreed time may result in suspension of services until payment is regularized.

Mode of Payments



Bank account details:

Bank Name: Equity Bank

Account Name: ITEC INTERNATIONAL Ltd

Account Number: 4026200028669

Article 5: Intellectual Property

All intellectual property rights related to the system shall remain the property of ITEC. The client has the right to use the system during the contract period.

Article 6: Data Protection and Security

ITEC shall implement appropriate technical and organizational measures to protect Client data, including but not limited to encryption, secure hosting, system backups, and restricted access controls.

Upon termination of this Contract, Client data shall be provided to the Client in a readable and accessible format.

Article 7: Law Governing Contract and Language

The laws of the Republic of Rwanda shall govern the Contract, and the language of the Contract shall be **English**.

Article 8: Correspondence between the contracting parties

All correspondences between the parties will be made in written English language and will be addressed to the authorized representatives of both parties.

Article 9: Confidentiality

ITEC cannot, in any case, reveal to any person or unauthorized entity any confidential information obtained during the execution of the services nor make public any conclusion or recommendations relating to the services.

Article 10: Dispute resolution

The Client and ITEC shall use all reasonable means to settle amicably any disagreement occurring between them. In the absence of an amicable settlement, the litigation will be settled following the law in force in the Republic of Rwanda.

Done at **Kigali**, On 9th /April/2026

ACT

ITEC INTERNATIONAL Ltd

Page 4 of 5



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Managing Director

Eng. Serge TWAGIRAMUNGU