



ELECTRONIC BUSINESS EQUIPMENT CO. S.A.R.L.
شركة معدات التجارة الالكترونية ش.م.م.

Messrs. BANK DU LIBAN
Address HAMRA, BEIRUT
Telephone (01) 750000

Ref: ML24/151
Date: 06-Sep-2024

Dear Sirs,

We wish to inform you that the current maintenance agreement for the equipment listed below in Annex (1) will expire as indicated; we wish to extend our services based on the schedules below:

The services extended on the basis of this agreement will be against the sum of **USD 1,887.00 (including VAT)**

Being One Thousand Eight Hundred Eighty-Seven US Dollars only.

- The amount mentioned above does not include the cost of spare parts and consumables.
- The amount does not cover the cost of network connectivity support or computer problems that may arise.
- Payment will be Cash USD or in LBP at Sayrafa Exchange Platform.

Electronic Business Equipment Company undertakes to maintain the above mentioned equipment in good working condition and in accordance with the terms and conditions mentioned below.

Service technicians will inspect the mentioned equipment upon receiving a service call for unlimited service calls according to the frequency indicated in Annex (1), for the duration of the maintenance period.

The customer will ensure that the following conditions are met:

1. The equipment is not subject to physical misuse during operation;
2. The equipment is operated within rated environmental values (temperature, humidity, voltage, frequency);
3. No unauthorized technicians shall perform any service on the equipment mentioned above;
4. Only spare parts and consumables provided by EBE are used in the machine;

Failing to meet these conditions will result in the termination of our support services.

Maintenance Conditions:

- EBE shall respond to service calls resulting from interruption of normal operation or breakdown within 1-2 business days and service calls received outside regular business hours will be handled on the subsequent day;
- Service calls can be delivered by telephone to the number (01)809055 to the service center helpdesk, by fax to the number (01)787462 to the attention of the service center, or by email to service@ebe.com.lb;
- The call must contain the company name, machine model, and location details, along with details of the fault(s) observed;
- Support questions / inquiries may also be directed to the indicated email address;
- Normal business hours are Monday through Friday from 08:00 AM till 03:00 PM.

Regards,

Houssam El Hajj
Technical Coordinator
Electronic Business Equipment CO S.A.R.L.
Beirut, Lebanon
Tel: 961 1 809055 ext: 114

BDL Signature: