



## **SERVICE LEVEL AGREEMENT**

**For**

**Network and Information Security**

**Between**

**BIRGER Rwanda Ltd**

**And**

**Trinity Nyakabingo Mine  
Limited**

**CONTRACT ID: TRINRW/SLA/2024-2025**

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## AGREEMENT

This AGREEMENT is made and entered into on the **25<sup>th</sup> September 2024 to 24<sup>th</sup> September 2025** by and between

BIRGER Rwanda LTD, a company incorporated under the laws of the Republic of Rwanda and registered under company number 105242481 with the RDB and having its registered office at 6<sup>th</sup> Floor, Block A, M.Peace Plaza, KN4, AV10, Kigali, RWANDA (hereinafter referred to as COMPANY)

and

Trinity Nyakabingo Mine LTD a company incorporated under the laws of the Republic of Rwanda and having its registered office in Northern Province, Shyorongi, Rulindo District, P.O Box: 7149, Kigali-Rwanda (hereinafter referred to as CUSTOMER)

Now, therefore, the parties agree as follows:

## SCOPE

Under the terms and conditions of this SERVICE LEVEL AGREEMENT ('**SLA**' or '**Agreement**') the COMPANY will provide Services (as defined below) to the CUSTOMER with regards to the equipment installed at the CUSTOMER's sites and listed under clause 3.6 of this SLA (together, the '**Equipment**'), at specific levels of support and at an agreed-upon cost.

This SLA provides details of the Services to be provided by the COMPANY to the CUSTOMER.

The duration of this contract shall be one-year period as from **25<sup>th</sup> September 2024 to 24<sup>th</sup> September 2025**.

## SERVICES

The COMPANY will provide support, maintenance services and technical assistance on the CUSTOMER'S Equipment and as more fully described under clause 3.3 of this Agreement ('**Services**').

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## TERMS AND CONDITIONS

Terms and conditions are provided in clause 2 of this Agreement.

## GENERAL STATEMENT

**The COMPANY commits itself to provide the Services set out in this SLA according to the terms and conditions set out herein.**

## 2 TERMS & CONDITIONS

### 2.1 General conditions

- a) It is understood that the Equipment, relative components and software covered by this Agreement are in good condition on the date this Agreement becomes effective. An assessment will be performed upon delivery of the Equipment under this SLA.
- b) Upon call from the CUSTOMER, the COMPANY shall provide the Services on the premises of the CUSTOMER or remotely, for problem resolution, checking and re-establishment of the normal working conditions of the Equipment within the response time defined in clause 3.5.
- c) To obtain Remote Access service, the CUSTOMER must provide the necessary secured accesses to the COMPANY. The COMPANY will be responsible for all outbound telecommunication charges related to the Remote Access service to be held under the supervision of the relevant staff of the CUSTOMER.
- d) On the assumption of a technical intervention requiring a reloading of the Equipment, it is understood that it is the responsibility of the CUSTOMER to provide the complete backup.
- e) The CUSTOMER shall at its own expense, and at all time during the continuance of this Agreement and as per the COMPANY'S recommendations, provide and maintain at the premises a suitable and adequate site for the Equipment with proper means of access, suitable working facilities and space for maintenance personnel and proper electrical supply and environmental conditions for the Equipment.
- f) Subject to the supervision of the CUSTOMER'S staff, the COMPANY'S technical representatives shall be provided full access to the Equipment at all times as may be necessary for the smooth running of the Equipment and shall if required, make available to the COMPANY'S technical representatives a member of his staff who is familiar with the CUSTOMER'S setup.
- g) An Equipment and/or part will be considered as damaged beyond economical repairs when the repair cost exceeds 70% of the original sale's price or when the Equipment could not be repaired within 2 hours since correction work started. The COMPANY will

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then provide a substitute one until expiry of the Agreement

h) Notwithstanding the date of signature of this Agreement, the Services to be provided by the COMPANY under the SLA shall be as follows:

- i. As mentioned under paragraph 3.6 below, the Services shall be provided by the COMPANY for a period of one (1) year; and

The SLA shall remain in force for a period of one (1) year, unless it is terminated earlier by either party in accordance with the termination clause set out in this Agreement.

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## **2.2 Termination**

- a) A party may terminate this Agreement by giving the other party a written notice of at least thirty (30) calendar days prior the termination date.
- b) This Agreement will terminate automatically, without any formality, if a party defaults under any obligation under this Agreement including poor performance and non-satisfaction of the customer and if the default is not cured within twenty (20) calendar days (when capable of being cured) after a written termination notice by the non-defaulting party.
- c) This Agreement will terminate automatically, immediately and without any formality, if any insolvency proceeding is commenced by or against a party.

## **2.3 Excluded from the Service Level Agreement:**

- a) Labor and parts necessary to repair damage caused by accident, fire, water, thunder, faulty voltage source, vandalism or other abnormal condition or by misuses of the Equipment.
- b) The CUSTOMER shall make no alteration or modification nor install attachments or software to the Equipment without prior consent of the COMPANY.
- c) Administrative tasks, such as network and bandwidth monitoring, cabling work, backup configuration which shall normally be done by the CUSTOMER.
- d) Support on Equipment and software not listed in clause 3
- e) Modifications such as physical change or transfer of Equipment.
- f) Procurement of new software or hardware for use within the CUSTOMER's premises.
- g) Support rendered beyond the agreed coverage or conditions set out under clause 3.2. If such service is requested, it will be rendered at the COMPANY'S current rates as described in clause 4.

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## 2.5. Indemnity

The COMPANY shall indemnify and keep fully indemnified the CUSTOMER at all times against all liabilities, costs (including legal costs on an indemnity basis), expenses, damages and losses including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and other costs and expenses suffered or incurred by the CUSTOMER arising from any breach of this Agreement by the COMPANY and from the actions or omissions of any employee, agent and other representative of the COMPANY (except to the extent finally determined to have resulted from the CUSTOMER's own willful misconduct or fraudulent behavior or gross negligence).

## 2.6 Confidentiality and Data Protection

The following definition applies to this clause.

**Confidential Information** means all information relating to a party (**Disclosing Party**) that is provided by the Disclosing Party (or its advisers) to the other party (**Receiving Party**) in relation to this Agreement, in whatever form, and includes any document, electronic file or any other way of representing or recording information which contains or is derived or copied from such information but excludes information that:

- (a) is or becomes public information other than as a direct or indirect result of any breach by the Receiving Party of this agreement; or
- (b) is identified in writing at the time of delivery as non-confidential; or
- (c) is known by the Receiving Party before the date the information is disclosed to it by the Disclosing Party or its advisers or is lawfully obtained by the Receiving Party after that date and, as far as the Receiving Party is aware, has not been obtained in breach of, and is not otherwise subject to, any obligation of confidentiality.

### 2.6.1. CONFIDENTIALITY UNDERTAKING

Each party undertakes:

- (a) to keep all Confidential Information confidential and not to disclose it to anyone, save to the extent permitted by clause 2.6.2, and to ensure that all Confidential Information is protected with security measures and a degree of care that would apply to its own confidential information;
- (b) to keep confidential and not disclose to anyone except as provided for by clause 2.6.2 the fact that the Confidential Information has been made available to it; and
- (c) to use the Confidential Information only for the purpose of this Agreement.

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## 2.6.2. PERMITTED DISCLOSURE

A party may disclose such Confidential Information and such of those matters referred to in clause 2.6.1(b) as it considers appropriate:

- (a) to any person to whom information is required or requested to be disclosed by any governmental or regulatory authority, the rules of any relevant stock exchange, or pursuant to any applicable law or regulation; and
- (b) with the prior written consent of the Disclosing Party.

## 2.6.3. DATA PROTECTION

- (a) The COMPANY shall comply with its obligations arising from the data protection and privacy laws in force from time to time (**Data Protection Laws**) to the extent that those obligations are relevant to this Agreement.
- (b) The COMPANY hereby represents and warrants that it has complied, and hereby undertakes to comply, with its obligations arising from the Data Protection Laws. Where the COMPANY has access to any personal data of the CUSTOMER (**Personal Data**), the COMPANY shall protect such Personal Data as required by applicable Data Protection Laws, including but not limited to the following: (a) implementing and maintaining an information security program with reasonable administrative, technical, organisational and physical measures designed to secure and protect the confidentiality, integrity and availability of all Personal Data while in the COMPANY's possession against unauthorised, unlawful or accidental access, use, disclosure, transfer, destruction, loss or alteration, and where needed implement additional data security controls and processes for the transmission, exchange, storage, processing or other use of Personal Data as described in such procedures; (b) ensure that its personnel engaged in the performance of the COMPANY's obligations under this Agreement maintain confidentiality of any data affected by Data Protection Laws; (c) not use such Personal Data other than for the purposes of this Agreement, unless required or authorised by law; (d) not disclose such data without the written consent of the CUSTOMER, unless it is required or requested to do so in the circumstances set out in clause 2.6.2; and (e) to immediately notify the CUSTOMER upon it becoming aware of any breach or potential breach of the Data Protection Laws in connection with, or as a result of, the performance of its obligations under this Agreement.

## 2.6.4. DECLARATION OF CONFIDENTIALITY

Prior to the start of the Services, the COMPANY must deliver to the CUSTOMER, a signed declaration of confidentiality in the form of Annexure 1 of this Agreement.

## 2.7. INTELLECTUAL PROPERTY

- (a) Nothing in this Agreement shall be construed as conferring ownership of and/or the rights, title or interest in the trademarks, logos and/or any other intellectual property of the CUSTOMER to the COMPANY.
- (b) The CUSTOMER shall retain all rights, title and ownership to intellectual property that is created by the CUSTOMER or arises out of the Services and deliverables provided by the COMPANY to the CUSTOMER under this Agreement, even if the Service Provider may have participated in its development or its improvement. The COMPANY shall not use such intellectual property without the prior written consent of the CUSTOMER.
- (c) If this Agreement terminates, the COMPANY must immediately return to the CUSTOMER any software or other intellectual property that the CUSTOMER may have provided to the COMPANY in connection with the Agreement.

## 3 SERVICE LEVEL AGREEMENT (SLA)

### 3.1 Definition

The COMPANY offers a range of support levels designed around an understanding of the impact of potential failure to the CUSTOMER’S systems. This means that, depending on the criticality, the CUSTOMER can select the right level of support for each individual system component to include both reactive and proactive service types.

The COMPANY’S flexible approach shall aim at providing peace of mind of a fully comprehensive support product by delivering support adaptable to the CUSTOMER’S current and future requirements.

Productivity is achieved by delivering the most cost effective support packages that meet both financial budgets and operational performance targets. The COMPANY’S focus on effective and essential support will help the CUSTOMER overcome the real threat and disruption of network and systems outages that will occur if adequate attention is not paid to these needs. This requires total focus on the completed systems landscape to include all technology components.

### 3.2 Service Availability

Based on the CUSTOMER’S business type and requirement as requested the COMPANY is proposing a **8 hour on business days remote service coverage Labor Support for the Equipment defined under table 3.6 - Service Components** to address the critical business operating environments. The technical support will be provided both remotely and on-site depending on the criticality of the situation and its resolution by BIRGER’S engineers.

Support	Coverage	Response	Parts	Labour Yes/No
8x5	<b>8 business hour service coverage on 5 business days on the Equipment defined under table 3.6 - Service Components</b>	<b>Our Remote support response will be within 4 hours of critical business issues</b>	<b>Yes, based on back-to-back HW support</b>	<b>Yes</b>

In cases where a support ticket has been logged with the vendor, the initial response time or the resolution time shall depend on the response being provided by the vendor itself.

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**“ Yes”** in Parts column means that all repaired parts and spares fitted to the Equipment under the Agreement shall become part of the Equipment and all parts removed shall be the property of and be surrendered to the COMPANY.

**“ No”** in Parts column means that all parts replaced shall be invoiced and parts removed shall be the property of and be surrendered to the CUSTOMER.

### 3.3 Service Scope

The following Services are covered in this Agreement:

Professional services:

a) Perform software updates/upgrades of Sophos equipment and new configurations as required during troubleshooting for:

- a. 3 x Firewalls – Sophos XGS 3100 with Xstream Protection license
- b. Sophos Central Intercept X Advanced- (Desktop /Laptop)
- c. Sophos Central Mobile Standard
- d. Sophos Central Intercept X Advanced for Server

b) Troubleshoot network related issues pertaining to the Sophos equipment and products in 3.3 (a)

c) Carry out timely health checks and maintenance on Sophos equipment during the term of this Agreement and submit quarterly reports to the Customer. These reports are usually updates on the current health and configuration status on the device and whether should there be any further proposed change activities.

d) Remediation of vulnerabilities or hardening of the devices as guided by the customer or as deemed necessary

### 3.4 Service Exception

This Agreement does not cover the following/below service requests and therefore will be charged separately under Work Orders if the services set out in this clause 3.4 are required by the CUSTOMER:

- Procurement of new network equipment
- Configuration or troubleshooting of equipment other than those listed in Section 3.3 (a)
- NO Major Software update and Software maintenance for Third party equipment
- Where the COMPANY is under no obligation to provide a service but nevertheless does so at the request of or with the agreement of the CUSTOMER, the cost of the service will be invoiced at the COMPANY’s actual rate mentioned at clause 4.

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- The equipment back-to-back support may be void if there has been evidence that the appliances or products have been tampered with or have been placed in rough physical conditions which are not ideal operating conditions.

## 3.5 Service Requests

In support of the Services outlined in this Agreement, the COMPANY shall respond to Service-related incidents and/or requests submitted by the Customer within the following timeframes:

Severity	Response Time	Resolution Time	SLA
Emergency/Critical (Application not available due to system failure)	1 hour	Within 2 hours	8x5 Support Service contacted. The correction work starts immediately and continues until a work around solution is available. After a work-around solution is available, the case is downgraded to Major category.
Major/High (System down but application available through work-around)	2 hours	Within 3 hours	The COMPANY would respond within 2 hr. of the logging of complaint. The COMPANY's personnel shall start working immediately on the problem and would give a work around solution within 3 hours. The work shall continue till a work around solution is found.
Minor/Low (Failure has no impact on service availability)	6 hours	As and when Patch Releases are available or as agreed with customer	The COMPANY will respond within 6 hrs of the receipt of the complaint by the CUSTOMER and software correction shall be available within 8 weeks.

## 3.6 Service Components

Hardware	Quantity	Device	Contract
XGS3100 Nyakabingo X3102033G3DD8DC	1	Inside/ Outside Firewall	1 Year 24x7 contract

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			From 2024-9-25 to 2025-09-25
XGS3100 Rutongo X31017GDYP3FFD6	1	Inside/ Outside Firewall	1 Year 24x7 contract From 2024-9-25 to 2025-09-25
XGS3100 Musha X31017JB4PBMF09	1	Inside/ Outside Firewall	1 Year 24x7 contract From 2024-9-25 to 2025-09-25

## 3.7 Logistic

- a) The COMPANY will be the front-line contact for the CUSTOMER and will provide On-Site or Remote Support.
- b) Coverage will depend upon CUSTOMER's requirement to match the criticality of the business environment
- c) Support team contacts will be provided
- d) Telephone numbers will be provided for Services during and after working hours.

## 3.8 Call Logging Procedure

### 3.8.1 Login

At the CUSTOMER's request, the call will be logged in the COMPANY's tracking system, including details of the equipment or system needing service support and the priority to attend a call will be defined according to the severity of the problem, as follows:

- **CRITICAL** : Immediate action
- **HIGH** : Call must be attended within 4 hours
- **MEDIUM** : Customer can wait more than 4 hours
- **LOW** : Call can be scheduled

#### Reference number of the call can be provided to the caller

- An Engineer will be assigned to the call
- At completion, the Engineer will close the call and provide all relative information which can be forwarded to the CUSTOMER on a regular basic.

### 3.8.2 Telephone Numbers

**Office Hours: From 8:45 to 16:30 Monday to Friday excluding Public holidays.**

Support Desk: **+ 230 202 0200**

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Pavishram Rughoo – **Senior Network Engineer**

Mobile: +230 57321591

Patrick Ngabo - **Systems Engineer**

Phone:0788208287/078262982

### 3.8.3 Out of office hours

Avinash Emeerith – **Network Engineer**

Mobile: +230 5747 7008

Ziad Hosany – **Network Engineer**

Mobile: +230 5763 3274

### 3.8.4 Escalation

Roshan Coonlic – **Technical Sales**

Phone: +230 202 0308

Mobile: +230 5259 1826

Bhargava Sokappadu – **Head of Network & Security**

Phone: +230 2020200 Ext 345

Mobile: +230 5917 3603

## 4 WORK ORDER

**Any support provided by the COMPANY to the CUSTOMER beyond the agreed coverage or conditions set out under clause 3.2 will be charged on an hourly basis as per table, below:**

### **WORK ORDER - Hourly Rate**

<b>Time</b>	<b>Day</b>	<b>WORK ORDER Hourly Rate (\$) excl VAT</b>
8:00 - 17:00	Mon – Fri	50
17:00 – 20:00	Mon – Fri	55
20:00 – 8:00 (next day)	Mon – Fri	60
13:00 – 22:00	Saturday	90
22:00 – 8:45 (next day)	Sat / Sun	100
8:45 – 12:00	Sunday/P Holiday	100
12:00 – 22:00	Sunday/P Holiday	115
22:00 – 8:45 (next day)	Sunday/P Holiday	140

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### 5.1. The COMPANY hereby represents and warrants to the CUSTOMER that:

- (a) It is a legal entity duly organised and validly existing under the laws of its place of incorporation and has the corporate power to enter into, deliver and perform its obligations under this Agreement;
- (b) this Agreement has been duly authorised and executed by it and constitutes its valid and legally binding obligations, enforceable in accordance with its terms;
- (c) the execution, delivery and performance of this Agreement shall not contravene (i) any law, regulation, order, decree or authorisation applicable to it, (ii) any provision of its constitutional documents, or (iii) any contractual restriction binding on or affecting it or any of its assets;
- (d) all authorisations, consents, approvals, resolutions, licences, exemptions, filings, notarisation or registration (Authorisations) required in connection with this Agreement and for the execution and delivery of this Agreement and the performance of its obligations hereunder have been obtained and are in full force and effect;
- (e) no event or circumstance exist which can affect its ability to perform its obligations under this Agreement; and
- (f) none of the representations and warranties made by it in this clause omits any matter the omission of which makes any such representations and warranties misleading.

### 6.2. The COMPANY hereby undertakes to the CUSTOMER that:

- (a) it will carry out the Services in accordance with and so as to comply with (i) best industry standards applicable to the Services and deliverables, (ii) all requirements of the Agreement, and (iii) all legislative requirements, which may be applicable to the Services and deliverables, and all applicable laws, regulations or orders of any local governmental, judicial or administrative authority in the country of its incorporation or business (including but not limited to any anti-money laundering or terrorism financing legislation in force in the Republic of Rwanda or any applicable jurisdiction);
- (b) each item of the Services and deliverables and the use thereof by the CUSTOMER (i) shall be safe and without risk to health when properly used; (ii) shall not constitute an infringement, misappropriation or unlawful use of any intellectual property right of any third party; and (iii) shall comply in all respects with all applicable statutory and other regulatory and legislative requirements and guidelines;

- (c) it will not infringe or misappropriate the rights, including the intellectual property rights, of any person or entity and shall not cause the CUSTOMER or any of the CUSTOMER's representatives or affiliates to infringe or misappropriate the rights, including the intellectual property rights, of any person or entity.
- (d) it will promptly supply to the CUSTOMER and its authorised representatives such information as the CUSTOMER may reasonably require in connection with this Agreement;
- (e) it will, at the request of the CUSTOMER at any time and from time to time, at its own cost and expense, execute such further agreements and give and do all such assurances, acts and things that may be necessary, or as the CUSTOMER may request or require to comply with the obligations under this Agreement;
- (f) it will obtain, maintain, or cause to be obtained or maintained, and will act in compliance with, all Authorisations that may from time to time become necessary for it to be obtained and maintained, or required to be obtained and maintained under applicable laws, in connection with this Agreement and the transactions contemplated thereby;
- (g) failure to obtain any Authorisation will not release it from, or otherwise constitute a defence to the performance by it of its obligations under this Agreement; and
- (h) the COMPANY's personnel will observe and comply with the CUSTOMER's security procedures, rules, regulations, policies, working hours and holiday schedules; and in performing the Services on the CUSTOMER's premises, the COMPANY's personnel will minimise any disruption to the CUSTOMER's normal business operations.

## 7. FORCE MAJEURE

**'Force Majeure'** means any event or sequence of events beyond a party's reasonable control and that could not have been reasonably anticipated or avoided and which prevents it from, or delays it in, performing its obligations under this Agreement including, but not limited to, (a) an act of God, fire, flood, drought, earthquake, windstorm or other natural disaster; (b) an act of any sovereign including war (or threat of, or preparation for war), armed conflict (or threat of, or preparation for, armed conflict), invasion, act of foreign enemies, hostilities (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power or confiscation; (c) acts of terrorism, civil war, civil commotion or riot (or the threat of, or preparation for, acts of terrorism, civil war, civil commotion or riot); (d) civil emergency (whether an emergency be declared or not); (e) fire or explosion (other than, in each case, one caused by breach of contract by, or with the assistance of, the party seeking to rely on it as a force majeure event or by a member of the same group as such party), (f) adverse weather conditions; (g) nationalisation, requisition, destruction or damage to property by or under the order of any government or public or local authority; (h) embargo, blockade, imposition of sanctions or breaking off of diplomatic relations or

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similar actions; (i) epidemic or pandemic; (j) labour dispute including, but not limited to, strikes, industrial action, lockouts or boycott; and (k) collapse of building structures.

Where a Force Majeure occurs, a party shall not be liable to the extent that it is delayed in or prevented from performing its obligations under this Agreement due to Force Majeure, and the obligations of the parties shall be suspended for the duration of the Force Majeure event, provided that the affected party:

- (a) promptly notifies the other party of the Force Majeure event and its expected duration;
- (b) uses reasonable endeavours to minimise the effects of the event of Force Majeure; and
- (c) keeps the other party informed of the status of the event, its impact on the performance of the Agreement and when it ceases to cause the delay or failure in performance.

If, due to Force Majeure, a party is delayed in or prevented from performing its obligations for a continuous period of more than 20 business days, the party not affected may terminate this Agreement by written notice to the other party.

No fees shall be due to the affected party for any period during which a party is prevented from performing its obligations in connection with this Agreement due to a Force Majeure event.

## 8. GOVERNING LAW

This Agreement is governed by the law of the Republic of Rwanda.

The parties submit to the exclusive jurisdiction of the courts of the Republic of Rwanda for the purposes of all legal proceedings arising out of or in connection with this Agreement or the transactions contemplated by it.

## 9. NO WAIVER

The omission by a party to exercise any of its rights will not be deemed to be a waiver of the exercise of any such right subsequently. The omission by a party to notify the other party of the occurrence of a default will not be deemed to be a waiver of the right of that party to avail itself of such default.

## 10. ASSIGNMENT

Except as otherwise provided in this Agreement, no party may assign, sub-contract or deal in any way with, any of its rights or obligations nor authorise any party to make or enter into any commitments for and on behalf of any other party under this Agreement or any document referred to in it.

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## **11. NO PARTNERSHIP**

Nothing in this Agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, nor authorise any party to make or enter into any commitments for or on behalf of any other party.

## **12. COUNTERPARTS**

This Agreement may be executed in any number of counterparts, all of which taken together constitute one and the same instrument. A party may execute this Agreement by signing any counterpart. A manually executed counterpart delivered by facsimile or electronic transmission will be deemed delivery of an original counterpart.

## **13. NOTICES**

Any notice to be given to a party in connection with this Agreement will be given in writing and will be given by personal delivery, by a reputable delivery service, by fax or by electronic mail, addressed to the recipient at its address specified on the first page or at such other address as may be notified by the recipient party to the other parties pursuant to this clause.

## **14. ENTIRE AGREEMENT AND VARIATION**

This Agreement constitutes the only and entire AGREEMENT between the COMPANY and the CUSTOMER. This Agreement cannot and shall not be modified and/or varied unless a written amendment agreement has been signed by both parties (or their authorized representatives). This AGREEMENT supersedes all prior agreements, written or oral, relating to the support of the CUSTOMER's Equipment.

### **DISPUTE RESOLUTION**

All the disputes between the parties shall be resolved by amicable negotiation in the first instance, if resolution is not achieved within fourteen days from when the existence of a dispute is notified to the other party, the dispute shall be referred to the competent courts in Rwanda.

AGREED AND ACCEPTED

**BIRGER Rwanda Ltd**

**Trinity- Nyakabingo  
Mine Ltd)**

**By**

**By**

**Name: Patrick NGABO  
Title: Systems Engineer**

**Name:  
Title:**

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