



# Service Level Agreement

## **Objective of the Agreement**

The purpose of this Service Level Agreement is to describe the key service we provide and the quality standards we have agreed with our service users in terms of service delivery.

This Agreement sets out

- the services we provide
- the overall standard which we aim to achieve in the provision of our services
- a mechanism for resolving any problems relating to the delivery of the service

## **Future reviews and amendments to this Service Level Agreement**

- This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with service users.

## **Objectives of the Service**

- To provide a hand to door document delivery service throughout South Africa.

## **Manner of the Service**

- Legal Dispatch shall at its sole discretion, determine the methods of transport, handling and route for the delivery of documents.
- Legal Dispatch reserves the right to employ sub-contractors to act for it.

## **Service Users**

- Banks, law firms, debt collectors and companies who register on our website.

## **Responsibilities**

- The services offered through our website [legaldispatch.co.za](http://legaldispatch.co.za) are provided and executed by Legal Dispatch or its direct sub-contractors.

## **Service Availability**

- The ability to create or upload telegrams and documents is available 365 days a year, 24 hours a day (less 2% downtime for unforeseeable circumstances) with messengers being notified real-time. Deliveries are typically expected from messengers within working hours or working days as specified in the service levels/standards.

## **Website: Telegram, Legal Document or Fastmail Entries**

- This service level agreement provides access to a range of legal and telegram delivery services through our website. Legal Dispatch accepts no responsibility for incorrect information submitted during the sending procedure.
- This agreement provides for nationwide legal or telegram document delivery throughout South Africa.
- Legal Dispatch currently covers 85% of South Africa with its own messengers. Where deliveries are required to rural areas not covered, the option of sending via fastmail with proof of sending, will be offered to the customer as an alternative.
- In the unlikely event that Legal Dispatch delivers a document to an incorrect address that was not submitted by the sender, Legal Dispatch shall be responsible for the redelivery of the document to the correct address as soon as reasonably possible and with no additional cost to the sender.

## **Key Services Offered**

Legal Dispatch offers a hand to door service unless otherwise agreed to. This includes:

- Printing of legal document/telegram content as entered by the customer on our website or bulk imported from a customer provided template.
- Placing of the legal document/telegram into an envelope.
- Delivering the legal document/telegram to the recipients mailbox or door if they are not at home.
- Taking a photograph of the recipients house number, gate, complex or property when there is no house number available.
- Sending a Proof of Delivery to the senders preferred email address.
- If an address is not found, Legal Dispatch undertakes to use every effort including a stand/erf map system and a minimum of two different street map systems, as well as internet searches to attempt to find the given address, including rectifying any incorrect postal codes, outdated information or other minor discrepancies in address information, which is then relayed to the messenger for delivery.

Legal Dispatch offers a fastmail mailing service which includes:

- Printing of legal document/telegram content as entered by the customer on our website.
- Placing of the legal document/telegram into a fastmail envelope.
- Delivering the legal document/telegram to the South African Post Office.
- Ensuring the Post Office stamps the shipping label as receipt of the envelope for sending.

- Taking a photograph of the shipping label which includes the date, recipients name, address and Post Office stamp.
- Emailing the proof of sending to the senders preferred email address.

### **Service Levels/Standard Delivery Times**

- Telegram Delivery typically within 3 working days
- Legal Document Delivery typically within 10 working days
- Urgent Telegram Delivery typically next working day
- Urgent Legal Document Delivery typically next working day
- Bulk Legal Document Deliveries typically within 20 working days depending on quantities sent and delivery areas
- Fastmail proof of sending typically next working day.

### **Fees and Charges**

- Unless otherwise stipulated, no contracts are entered into and customers are charged on a pay-as-you-use basis with no additional costs for registering or the usage of the website or email for submitting deliveries.
- There is no fee for Proof of Deliveries which are automatically emailed back to the customer's preferred email address.
- There is no fee for the Tracking Service which is available on the website for tracking of any deliveries.
- Customers shall be obliged to pay Legal Dispatch for documents delivered/ completed in accordance with their key services.

### **Confidentiality**

Legal Dispatch agrees to hold confidential information in strictest confidence, not to make use thereof other than for the performance of this agreement, to release it only to its directors, employees or sub-contractors reasonably requiring such information who are bound by confidentiality obligations not to release or disclose it to any other party, unless so required by law.

### **Complaints or Enquiries**

- All complaints are handled through our Director, Mr SBJ Buys on 0727513702 or emailed to [sales@legaldispatch.co.za](mailto:sales@legaldispatch.co.za)
- All account queries must be emailed to [accounts@legaldispatch.co.za](mailto:accounts@legaldispatch.co.za)