

MSA - SLA - SOF

Attachments:

[20260506 IMPERIAL NETWORK MSA - SLA - SOF \(Updated\).docx](#)

[20260506 IMPERIAL NETWORK SOF \(Updated\).docx](#)

For all **new customers**, the MSA-SLA-SOF document set is required.

For **existing customers without a previously signed MSA and SLA**, the full MSA-SLA-SOF document set should still be used.

For **existing customers with an existing signed MSA and SLA**, only the SOF document is required, unless otherwise instructed.

All sales personnel handling customer contracts must fully understand the contents and clauses of the documents before sending them to customers.

Please retain Jan Mikhaelo G. Alfonso as the authorized signatory for Imperial Network unless officially instructed otherwise.

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