



SERVICE LEVEL AGREEMENT

SLA Name: Broadband Line SLA		Version: 2.0
Between: Hyfy Giga Fiber Private Limited –Chittoor. M/s Annamacharya Institute of Technology and Sciences, Tirupati -517520.		Dated: 10-04-2022
		Effective Date:- From: 10-04-2022 To: 09-04-2024
1	INTRODUCTION	
	<p>This Service Level Agreement (SLA) is executed between Hyfy Giga Fiber Pvt Ltd, a Company registered under the Indian Companies Act, 1956 having its registered Head Office at #17-399, Subedhar Street, Chittoor-1(‘SERVICE PROVIDER’) and M/s Annamacharya Institute of Technology and Sciences, Tirupati. a proprietorship concern/firm/company registered under the companies Act, 1956 having its office at Venkatapuram(V), Karakambadi Road, Renigunta(M) Tirupathi-517520. (‘CUSTOMER’).</p> <p>This SLA shall form part and parcel of the Customer Service Agreement (Terms and conditions) and Service Order Form executed between the parties and shall coexist and co-terminate accordingly unless renewed and or renegotiated.</p>	
2	1Gbps Dedicated internet Leased Line.	
	A	Network Availability Guarantee (UPTIME)
		<p>Description Service Provider guarantees network uptime as mentioned under the Service Goals. The service will be considered unavailable in the event of any unscheduled service outage on the Service Provider network due to the transmission or equipment failure causing cent percent (100%) blocking of movements of packets ahead of the CUSTOMER link and shall be calculated on yearly basis. Service Provider shall provide CUSTOMER with Service Credit, if Service Provider fails to meet the stated network availability for provisioning of Dedicated line on (1:1) basis.</p>
	a	<p>Service Goals</p> <ul style="list-style-type: none"> ➤ 97% of network availability on HYFY network (pop to internet gateway). ➤ 97 % of network availability on last mile as wireless provided by HYFY
	b	<p>Method of Measurement Availability will be measured by the CUSTOMER through manual and automated methods as per the acceptable process. The CUSTOMER shall report all such outages on a monthly basis in the format prescribed by HYFY. Measurement is on a 24 hour by 7-day per week basis. The duration of the service outage shall be calculated from the date and time the CUSTOMER reports the unavailability of HYFY service to the time the service is restored by HYFY. HYFY’s unscheduled Outages shall not exceed 7% at any time.</p>

	<p>Network Availability Guarantee Remedy</p> <p>c In case the CUSTOMER experiences an outage during the contract period in excess of the guaranteed uptime, the CUSTOMER shall receive the following Service Credit:</p> <table border="1" data-bbox="354 402 1224 592"> <thead> <tr> <th>Outages in Hrs / month</th> <th>Service Credit in days</th> </tr> </thead> <tbody> <tr> <td>0-12</td> <td>0</td> </tr> <tr> <td>12-24</td> <td>0</td> </tr> <tr> <td>24-31</td> <td>1</td> </tr> <tr> <td>>31</td> <td>2</td> </tr> </tbody> </table>	Outages in Hrs / month	Service Credit in days	0-12	0	12-24	0	24-31	1	>31	2
Outages in Hrs / month	Service Credit in days										
0-12	0										
12-24	0										
24-31	1										
>31	2										
	<p>d Terms and Conditions:</p> <ul style="list-style-type: none"> • The Outages defined herein shall refer to the unavailability of services in a given day for a continuous period of not less than 10 minutes. • CUSTOMER shall ensure the outage is recorded in Trouble Ticket system and any credit claim shall be entertained only with the TT number. • Outages shall not be accounted for any service interruption for any scheduled testing/repair/maintenance/upgrade irrespective of the CUSTOMER electing to not release the service for the above. Regarding which the customer will be intimated about the same 24 hours in advance. • Outage will not be accounted for: <ul style="list-style-type: none"> ○ Interruptions due to failure of equipment provided by customers or third party on behalf of customer. ○ Trouble/Fault related to Local Loop from any other BSO and customer's own termination devices. ○ Interruptions due to failure of equipment provided by customer or other third party on behalf of customer. ○ Acts or omissions of CUSTOMER (including the provision of inaccurate information knowingly or unknowingly), or any use or user of the service authorized by CUSTOMER or CUSTOMER caused outages or disruptions. ○ Failure in providing the stable power and other infrastructure required for service equipment and /or customer CPE at the customer end. ○ Disconnections due to non-payment of HYFY dues. ○ Reasons of Force Majeure and external factors beyond the control of HYFY and the Customer. • Service Credits as agreed above shall be accumulated and shall be made available to the CUSTOMER at the end of every month. 										

B	Latency						
	<p>Description</p> <p>The Latency is defined as round trip delay between a designated point of HYFY Internet backbone in India and terminating point of the Tier-I network on the upstream service provider. So for a Customer in Chennai, the latency will be calculated between the designated contact point of HYFY internet backbone in Chennai and terminating point of HYFY network on the upstream service provider.</p>						
	<p>a Service Goals</p> <p>➤ HYFY guarantees to provide an average round trip delay of <330 milliseconds to the upstream edge router in USA.</p>						
	<p>b Method of Measurement</p> <p>This would be measured using 1000 packets of 64 bytes each on the optical fiber communication links between India and terminating point of Tier-I network on the upstream service provider. Any service degradation in the network performance time of latency shall commence from the date and time the CUSTOMER reports to HYFY and ending upon restoration by HYFY.</p>						
	<p>c Internet Latency Guarantee Remedy</p> <p>Any CUSTOMER who experiences an average internet latency in excess of that mentioned in the Service Goals shall be calculated as per the table below-</p> <table border="1" data-bbox="347 1002 1219 1185"> <thead> <tr> <th data-bbox="347 1002 783 1108">Outages on Increased Latency parameters (>350 milliseconds) in (Hrs)</th> <th data-bbox="783 1002 1219 1108">Service Credit (Days)</th> </tr> </thead> <tbody> <tr> <td data-bbox="347 1108 783 1152">0-20</td> <td data-bbox="783 1108 1219 1152">0</td> </tr> <tr> <td data-bbox="347 1152 783 1185">>20</td> <td data-bbox="783 1152 1219 1185">1</td> </tr> </tbody> </table>	Outages on Increased Latency parameters (>350 milliseconds) in (Hrs)	Service Credit (Days)	0-20	0	>20	1
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0-20	0						
>20	1						
	<p>d Terms and Conditions</p> <ul style="list-style-type: none"> • Any latency due to failure in local loop will not be accepted as the measure for latency. • The Outages defined herein shall refer to the unavailability of services in a given day on a continuous latency of >350 milliseconds for a accumulated period of 30minutes for one day • For last-miles provided by HYFY, latency will be calculated between the HYFY router at Customer premises and the terminating point of HYFY network on the upstream service provider. • The Customer must provide documents supporting the claim of SLA violation. • No service credit shall be provided for any latency during network unavailability time. • The average latency shall be continuous and up to the Tier-I gateway router. • Service Credits as per the matrix above shall be accumulated and be made available to the CUSTOMER at the end of the contract period. 						

	C Packet Drop						
	<p>Description The Packet Drop is defined as % of packet drop between designated point of HYFY Internet backbone in India and terminating point of Tier-I network on the upstream service provider. So for a Customer in Chennai, the latency will be calculated between the designated contact point of HYFY internet backbone in Chennai and terminating point of HYFY network on the upstream service provider.</p>						
	<p>A</p> <p>Service Goals</p> <p>➤ HYFY guarantees an average packet drop of <5% on its network.</p>						
	<p>B</p> <p>Method of Measurement The average packet loss is determined by a ping test. The ping test will be an extended ping test of 1000 packets of 64 bytes each to designated routers. Any service degradation in the network performance time of packet drop shall commence from the date and time CUSTOMER reports the same to HYFY and ending upon restoration by HYFY.</p>						
	<p>C</p> <p>Packet Drop Guarantee Remedy Any CUSTOMER who experiences an average internet packet drop in excess of that mentioned in Service Goals shall be calculated as per the table below-</p> <table border="1" data-bbox="347 1249 1216 1400"> <thead> <tr> <th data-bbox="347 1249 783 1327">Outages on Increased Packet Drop parameters (>1%) in (Hrs)</th> <th data-bbox="783 1249 1216 1327">Service Credit (days)</th> </tr> </thead> <tbody> <tr> <td data-bbox="347 1327 783 1362">0-20</td> <td data-bbox="783 1327 1216 1362">0</td> </tr> <tr> <td data-bbox="347 1362 783 1400">>20</td> <td data-bbox="783 1362 1216 1400">1</td> </tr> </tbody> </table>	Outages on Increased Packet Drop parameters (>1%) in (Hrs)	Service Credit (days)	0-20	0	>20	1
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0-20	0						
>20	1						

	<p>d Terms and Conditions</p> <ul style="list-style-type: none"> • In case of 100 % utilization of bandwidth by the customer HYFY will not stand responsible for the packet drops. • The Outages defined herein shall refer to the unavailability of services in a given day on a continuous packet drop of >1% for a accumulated period of not less than 1 (one) hour in a day. • For last-miles provided by HYFY, packet drop will be calculated between the HYFY router at Customer premises and the terminating point of HYFY network on the upstream service provider. • The Customer must provide documents supporting the claim of SLA violation. • No service credit shall be provided for any packet drop during network unavailability time. • Service Credits as per the matrix above shall be accumulated and be made available to the CUSTOMER at the end of the month.
	<p>D Escalation Procedure The CUSTOMER can reach the Customer Support Department within HYFY through an Escalation Matrix Which was Mailed already.</p>
	<p>E Procedure for Unsatisfactory Service</p> <p>When the service falls below the thresholds identified under paragraphs titled Service Goals, HYFY will work to resolve the service problems and report progress to the CUSTOMER. In the event the service level does not improve, a joint meeting between the CUSTOMER and HYFY will be convened to discuss and resolve problems relating to diminishing service levels.</p> <p>A SLA report will be forwarded by the Customer to HYFY on or before the 15th day of each succeeding month.</p>
	<p>Miscellaneous In Case of Any Termination from HYFY End, HYFY will provide One Month Prior Notice & Vice Versa As per to your Bandwidth requirement, HYFY will provide only /29 Range IP Pool</p>
<p>3 APPROVALS</p>	
<p>Hyfy Giga Fiber Pvt Ltd (HYFY)</p>	<p>Annamacharya Institute of Technology and Sciences</p>
<p>Approved By:  Date:</p>	<p> PRINCIPAL ANNAMACHARYA INSTITUTE OF TECHNOLOGY & SCIENCES VENKATAPURAM (VIII.) RENIGUNTA (M), TIRUPATI-517 520 10/06/2024</p>

Enterprise Business
O/o The General Manager Telecom,
BSNL-TIRUPATI
0877-2229498



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

Lr.No.GMTD/EB/NMEICT Project /2018/4-15dtd at Tirupati 26/04/2018

Customer Name : Annamacharya Institute of Technology and sciences Tirupati
Description : Upgradation of 10 Mbps to 40Mbps VPNoBB connections under
NMEICT 0877-2285577.

SUB DIVISIONAL ENGINEER (EB),
% GMTD, TIRUPATHI.

Break Up details

Sl No	Description	Amount (INR)
1	10 Mbps to 40Mbps upgradation Annual Charges under NMEICT	50625
	GST @18 %	9113
	Total(A)	59738

Note:1.Please draw DD in favour of "AO (CASH), O/o GMTD, BSNL, Tirupati"payable at Tirupati.

.Copy To:

1. AO (CASH), O/o GMTD, Tirupati for information & n/a pls.

वीएसएनएल
भारत की ओर

भारत संचार निगम लिमिटेड BHARAT SANGHAR NIGAM LIMITED

तिरुपति दूरसंचार जिला TIRUPATI TELECOM DISTRICT

The Principal

CHT030020303 RECEIPT

फोलियो FOLIO तिरुपति TIRUPATI: 2992028 New Build

नाम NAME:

रसीद सं RECEIPT NUMBER:

8772285577

भुगतान की तिथि PAID ON

9034877017

टेलिफोन सं TELEPHONE NUMBER:

खाता सं ACCOUNT NUMBER:

59738/-

बिल/डी.एन सं BILL/D.N. NO.:

Inv(s) Fifty-Nine Thousand Seven Hundred Thirty-Eight Only

राशि AMOUNT:

रु Rs.

003451 / 02-05-2018

डी.डी/चेक/सं दिनांक DD/CHEQUE NUMBER DATE:

BANK: State Bank Of India

भुगतान कोड PAYMENT CODE: सी.डी.आर CDR

भुगतान ढंग MODE OF PAYMENT:

CHEQUE

USER: b200001787



ANNAMACHARYA INSTITUTE OF TECHNOLOGY AND SCIENCES::TIRUPATI

Approved by AICTE, New Delhi & Permanent Affiliation to JNTUA, Anantapuramu.
Three B.Tech Programmes (CSE, ECE & EEE) are accredited by NBA, New Delhi.
Accredited by NAAC, Bangalore. Accredited by the Institution of Engineers (India) IEI, KOLKATA.
A-grade awarded by AP Knowledge Mission. Recognized under sections 2(f) & 12(B) of UGC Act 1956.

Date:26-04-2018

To

The General Manager,
Bharath Sanchar Nigam Limited,
Tirupati.

Sir

SUB: AITS-Upgradation of 10 Mbps to 40 Mbps Bandwidth under NME-ICT Project-Reg.

Ref: Our Telephone No:0877-2285577.

With reference to above subject, we are provided with 10 Mbps broadband connection through NME-ICT Project. So for, I request you, please upgrade the Bandwidth from 10 Mbps to 40 Mbps under NME-ICT project as early as possible.

Necessary demand for upgradation will be met by the Institution

Thanking you,

Yours faithfully,

(DR.C.NADHAMUNI REDDY)

PRINCIPAL

PRINCIPAL
ANNAMACHARYA INSTITUTE OF
TECHNOLOGY & SCIENCES
VENKATAPURAM (VIII.)
Renigunta (M), Tirupati-517 570

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EAMCET/ECET/ICET/PGECET Counseling Center AJIT