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DB 811393

SERVICE LEVEL AGREEMENT (SLA)

This Agreement is made at Trivandrum on this the 31st day of January, 2022.
(with effect from 28th April, 2021)

Asianet Satellite Communications Limited will monitor and provide the following Service Levels for Asianet Internet Connectivity.

1.OBJECT OF THE AGREEMENT

To provide 100Mbps Mini lease line connectivity to location of **The Principal, All Saints College** bearing our subscriber ID TV42512

Sl No.	Service Package	Tax as per Govt norms	Half Yearly Subscription(Rs)	One time Installation Cost	Total (Rs.)
1	100 Mbps MLL, 1:1 connectivity	18%	54,000	15,000	69,000/-
Total (Tax Inclusive)					Rs .81,420/-

mb. 3596
25/10/2021
N. BALAKRISHNAN NAIR
Vendor, Vanchiyoor
Thiruvananthapuram



Asianet Satellite
Communications Ltd
Typrn B1006



21 OCT 2021



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DB 811394

2. TERMS OF AGREEMENT

This Agreement shall be valid for a period of ONE year starting from 28th April, 2021 and will terminate thereafter, unless extended for a further period on terms agreed between the parties mutually.

3. EFFECTIVE DATE

This Agreement shall be effective from 28th April 2021.

4. OBLIGATIONS OF ASIANET

Provide 100Mbps 1:1 Minilease line connectivity to location of The Principal, All Saints College

ASIANET will assure 99 % uptime of the network.

ASIANET will assure the availability and stability of the specified bandwidth throughout the duration of this agreement. The Principal, All Saints College acknowledges that the throughput at the customer end will also depend on the server end connectivity.

No. 35717
25/10/2021
N. BALAKRISHNAN NAIR
Vendor, Vanchiyoor
Thiruvananthapuram



Asianet Satellite
Communication Ltd
Type B, 100%



21 OCT 2021

5. OBLIGATIONS OF M/s The Principal, All Saints College

5.1 To inform the customer care In-Charge regarding service issues, if any with out delay.

- Details of the contact persons and Mobile No. are as under :
Call Centre No: 9847540882 (24/7 customer care Mobile No.)
TVM Nodal Officer-- Mr Renjith P S9847028037
(during 9.30 AM to 05.30 PM on working days)
Appellate Authority : Mr.Krishnakumar M 8086011023
(during 9.30 AM to 05.30 PM on working days)

A confirmation/reference Number [Ticket No] will be provided while registering the issue with customer care.

5.2 To make payments to ASIANET within due date.

6. SERVICE QUALITY

Network Availability - Asianet guarantee that they will allocate the port capacity (100 Mbps) in line with service subscribed by M/s The Principal, All Saints College

- 1) The port allocated shall have an uptime guarantee of $\geq 99\%$ with 1:1 Port Capacity

Network unavailability doesn't include Scheduled Maintenance, or any unavailability resulting from;

- (a) Customer's applications, equipment, or facilities,
- (b) Acts or omissions of Customer, or any use or user of the service authorized by customer, or
- (c) Incidents of disaster and Force Majeure

Packet Loss:

Asianet will guarantee an average packet delivery of $\geq 99\%$ for the selected class of service.

For definition purpose a congested subscriber link is considered to be a subscriber access link whose peak utilization exceeds 95%.



Service Outage Credits: Service outage credits will be granted to a subscriber if availability of the Asianet provided Link to the internet falls below the average monthly availability figure derived from the 99% per year minimum target. For all service outage incidents over and above this exemption, , that are reported by subscriber and verified by Asianet, a Service Outage Credit will be granted by a pro rata extension of the service period, at the rate of one hour of extra credit for every one hour downtime beyond permitted 1% as per SLA . However this will not be applicable in case of Force majeure conditions .

7. UPTIME

ASIANET shall ensure 99% uptime (100 Mbps 1:1 ILL connectivity) on bandwidth for M/s The Principal, All Saints College, Thiruvananthapuram, throughout the duration of this agreement OR through out the period in which this connection exists.

8. DOWNTIME

Downtime is the period in a month when no Internet connectivity is available for reasons other than *force majeure* conditions.

Downtime means the time when the connectivity, is not available at the Server end, as agreed upon by this agreement.

M/s The Principal, All Saints College, will be informed about any planned/scheduled shutdowns/downtime by Asianet, through telephone or Email.

The time lost due to any of the following causes shall not be included in the downtime:

- a) Time lost due to damage or malfunction in the Equipment or any of the units thereof due to causes attributable to M/s The Principal, All Saints College such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without ASIANET's consent and/or failure to maintain the site as required by ASIANET.
- b) Time taken for scheduled maintenance/troubleshooting either for preventive purposes or improvement in function or other purposes;
- c) Time taken for reconfiguration or other planned downtime situations;
- d) ASIANET may also request The Principal, All Saints College, for a shutdown for maintenance purpose, which request will not be denied unreasonably by The Principal, All Saints College



e) Force Majeure events.
Time lost due to Virus/ Spam in the systems of M/s_The Principal, All Saints College

9. FORCE MAJEURE

9.1 The Principal, All Saints College and ASIANET will be excused from performance of their obligations under the contract if and to the extent that such performance is hindered or prevented directly or indirectly by reason of any earthquake, riot, armed conflict, acts of terrorism, accident, unavailability/breakdown of normal means of transport, strike, lock out, labor disturbance, government action, changes in regulations or Acts of God or any other matter whatsoever beyond its control, which it could not have foreseen with a reasonable amount of diligence ('Force Majeure Event').

9.2 The party claiming the Force Majeure Event will promptly notify the other in writing of the reasons for the delay or stoppage (and the likely duration) and will take all reasonable steps to overcome the delay or stoppage.

9.3 If the party claiming the Force Majeure Event has complied with the above clause its performance under the Contract will be suspended for the period that the Force Majeure Event continues, and the party will have an extension of time for performance which is reasonable and in any event equal to the period of delay or stoppage. As regards such delay or stoppage any costs arising from the delay or stoppage will be borne by the party incurring those costs. The party not claiming the Force Majeure Event may, if the delay or stoppage continues for more than 60 continuous days, terminate the Contract with immediate effect on giving written notice to the other and neither party will be liable to the other for such termination, but excluding damages that might have been as a result of Force Majeure event, unless such damage is made good by any other agency like insurance company and the party claiming the Force Majeure Event will take possible and reasonable steps to bring the Force Majeure Event to a close or to find a solution by which the Contract may be performed despite the Force Majeure Event.

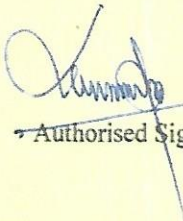
9.4 All the disputes pertaining to this agreement shall be under the exclusive jurisdiction of courts at Trivandrum.



10. TERMINATION PROCEDURE

In the event of any service related complaint is not rectified by Asianet after the intimation by The Principal, All Saints College can ask for termination of service by giving a 30 days notice to Asianet Satellite Communications Ltd.

For Asianet Satellite Communications Ltd


Authorized Signatory



The Principal, All Saints College


Authorized Signatory



**Principal
All Saints' College
Thiruvananthapuram.**

Asianet Satellite Communications Private Limited

(Corp.Office:2A,2nd Floor,Carnival Technopark,Technopark,Kariyavattom,Trivandrum 695581)
3rd Floor,Karimpanal Arcade East Fort Trivandrum,Phone: 90720 90721 (24 / 7 Call Center)
GSTIN:32AAECA5548E1Z0 | PAN:AAECA5548E | CIN:U92132KLI992PTC006725

Name: **The PRINCIPAL**
Address: **ALL SAINTS CAMPUS,
CHAKKAI, BEACH P.O,
TRIVANDRUM 695007**

Sub Code: **TV42512**

Scheme: **MLL AGNI_100_3000 6 + 1 Months**

MAC ID

EMAIL:

PHONE: 9447790200

MOBILE: 9582033419

GSTIN

TAX INVOICE

Invoice #: **TV12S2138018**

Invoice Date: **01-Dec-21**

Subs.period: **28-Nov-21 To 27-Jun-22**

Due Date: **15-Dec-21**

Previous Dues: **0.00**

Receipt Amt: **0.00**

Other Charges: **0.00**

Cheque In Hand: **0.00**

Total Amount Due:**63720.00**

No	Particulars of Current charges	Amount
	SAC:998422 TELECOMMUNICATION SERVICES(Broadband)	
1	Subscription	54000.00
2	CGST @9%	4860.00
3	SGST @9%	4860.00
4	Amount of Tax Subject to Reverse Charge	0.00

E & OE

TOTAL (Rs.)

63720

Service Location :

**ALL SAINTS CAMPUS,
CHAKKAI, BEACH P.O,
TRIVANDRUM**

9447790200

Please pay on or before due date to avoid disconnection

Data transfer include all kinds of data uploads and downloads which occurs as a result of browsing, chatting, downloading music files, images etc. Asianet Satellite Communications Private Limited is not responsible for any excess data transfer due to viruses.

REMITTANCE SLIP

Name: **The PRINCIPAL**

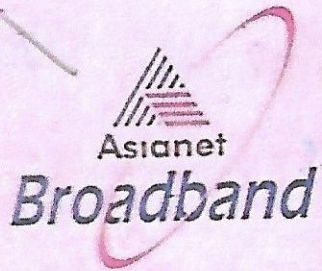
Code: **TV42512**

Amount

Invoice #: **TV12S2138018**

Subscription for **28-Nov-21 To 27-Jun-22**

63720.00



Asianet Satellite Communications Private Limited

Registered & Corporate Office : 2A, II Floor, Carnival Technopark, Technopark,
Kazhakkootam, Trivandrum - 695 581

Phone : 0471-2700244, 3071100 Fax : 0471 - 2527878 Customer Care No. : 9388-800-800
Website : www.asianetindia.com, www.keralaonline.com

Affix Centre's
Address Stamp

PROVISIONAL RECEIPT

GSTIN- 32AAECA5548E1Z0

Date: 18/12/21

Reference No. ADL / 3465377

Subscriber Name: **P. Anoop, Anoop's Comput** Sub Code: TV-42512

Received with thanks a sum of Rs. 63,720/- (Rupees Sixty three thousand Seven hundred and twenty only) vide Cash / Cheque / Demand Draft No. 034247 dated 17/12/21

drawn on Central Bank towards (Subscription /

Installation Charges / Others) for the period

Name: Samson Thomas

Signature: [Signature]

- Cheques are subject to realization.
- Collect Computerised Original Receipt from our Office within 30 days, by submitting this receipt.