## Annexe-A

## SERVICE DEFINITION DOCUMENT

(to be completed at the time-of-Service Order & Delivery)

| <b>I</b> ) <b>C</b>                   | ustomer Information   |                                 |       |
|---------------------------------------|---|---------------------------------|-------|
|                                       | Customer Name:  |                                 |       |
|                                       | Complete Address:   |                                 |       |
|                                       | Name of Business Contact:   |                                 |       |
|                                       | Phone / Mobile:   |                                 |       |
|                                       | Email Address:  |                                 |       |
|                                       | Customer Type:  | Standard                        |       |
|                                       | Complete Billing Address:   |                                 |       |
|                                       | Billing Email:  |                                 |       |
| II) S                                 | Service Description   |                                 |       |
|                                       | Service Category:   |                                 |       |
|                                       | Service Type:   | Leased Line Internet Access     |       |
|                                       | Service Location:   |                                 |       |
|                                       | IP Port Capacity Ordered:   |                                 |       |
|                                       | Required Speed & Contention<br>Ratio:                                       |                                 |       |
|                                       | Service Needed by Date:   |                                 |       |
|                                       | Billing Cycle:  |                                 |       |
|                                       | Payment Type:   | Upfront Payment                 |       |
| III)                                  | Charges   |                                 |       |
|                                       | Initial Setup Charges:  |                                 |       |
|                                       | Monthly Recurring Charges:  |                                 |       |
|                                       | Monthly CPE Rental Charges:   |                                 |       |
|                                       | Annual IP Address Charges:  |                                 |       |
| L                                     | Minimum Subscription Period:  |                                 |       |
| · · · · · · · · · · · · · · · · · · · | A: Service Quality Assurances Norm  | al Mode (Traffic through Fibre) | _     |
|                                       | Capacity Contention Ratio:  |                                 |       |
|                                       | Service Availability (Uptime):  | 99.50%                          |       |
|                                       | Latency (Major Destinations):   | <400 millisecond                |       |
| L                                     | Packet Loss:  | <1%                             |       |
| IV)                                   | B: Service Quality Assurances Degraded Mode (during transmission fiber cut) |                                 |       |
|                                       | Capacity Contention Ratio:  | 1:1                             |       |
|                                       | Service Availability (Uptime):  | 98.00%                          |       |
|                                       | <b>Latency (Major Destinations):</b>  | <1000 millisecond               |       |
|                                       | Packet Loss:  | < 5 %                           |       |
| IV)                                   | C: Support Services Assurances  |                                 |       |
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|                                       | **  |                                 |       |

| Helpdesk Services and Maintenance support: | 8x5 ( 8 hours for five working days) |
|--|--------------------------------------|
| <b>Response Time:</b>                      | < 2 Hours                            |
| Critical & Major Problems<br>Resolution:   | < 8 Hours (Excluding Travel Time)    |
| Minor Problems:                            | < 24 Hours                           |

## **IV) D: Service Credits**

| Service Availability (>99.5%): | No Credits   |  |
|--------------------------------|--|--|
|                                | 1:1 (1 hour Service extension for every hour of Service Outage). Please refer to Note. |  |

Note: Service extension Credits shall be filed by the Customer & will be adjusted in subsequent Service Period after verification by TICL

## V) Contact Information for Support Services

| Help Desk (24x7) | Call Centre: 7701/77105646                             |  |  |  |
|------------------|--|--|--|--|
| Level 1 Support: | helpdesk@tashicell.com /<br>support2.isp@tashicell.com |  |  |  |
| Escalation to:   | General Manager AND gm.access@tashicell.com 77101117   |  |  |  |

VI) Service Commissioning Information (To be filled at the time of Service Acceptance)

| <b>Installation Completion Date:</b>  |  |  |
|---------------------------------------|--|--|
| Service Commissioning Date:           |  |  |
| Test Period Start Date:               |  |  |
| Service Date:                         |  |  |
| First Invoice Date:                   |  |  |
| Service Accepted by (Name & Initial): |  |  |
| TICL Representative (Name & Initial): |  |  |

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