

SANHATI INFOCOM SERVICES PRIVATE LIMITED
DURGAPUR

Service Level Agreement for Internet Service

THIS AGREEMENT is made at Durgapur on dated 15th December, 2022 BETWEEN **SANHATI INFOCOM SERVICES PRIVATE LIMITED**, a company incorporated under the Companies Act 1956, having its corporate office at 1, North Avenue, Bengal Ambuja, City Centre, Durgapur, PIN:713216, of the one part.

AND

Dr. B.C. ROY COLLEGE OF PHARMACY & ALLIED HEALTH SCIENCES (hereinafter referred to as CUSTOMER) having its office at Dr. Meghnad Saha Sarani, Bidhannagar, Durgapur, PIN:713206, of the other part.

NOW THE AGREEMENT WITNESSETH as follows:

1. Contract Period

The validity of this contract shall be for One Year (**from 15.12.2022 to 14.12.2023**). The contract period can be extended by mutual agreement of both sides. SANHATI INFOCOM SERVICES PRIVATE LIMITED deserves the right to revise the terms of SLA at the time of extension.

Sl.No.	DESCRIPTION B/W & RATE		Location
1.	Bandwidth	100 Mbps Internet Service (1:1) ratio	Dr. B.C. ROY COLLEGE OF PHARMACY & ALLIED HEALTH SCIENCES, Dr. Meghnad Saha Sarani, Bidhannagar, Durgapur, PIN:713206
2.	Annual charges	3,34,285.00 [exclusive of GST@18%].	

This agreement is applicable to Internet Bandwidth provided to the CUSTOMER by SANHATI INFOCOM SERVICES PRIVATE LIMITED as per details:

2. General Conditions

2.1 Network Availability-Fault Management

It is technically impractical to provide a fault free service and SANHATI INFOCOM SERVICES PRIVATE LIMITED does not undertake to do so. Assuring the uptime service up to 99 % & down time shall be calculated annual wise.

2.2 Packet Delivery

Packet Delivery Ratio is defined as the average ratio of packets, which are successfully delivered over the Service Provider's network in a given period within the Committed Information Rate (hereinafter referred to as CIR).

2.3 Mean Time To Repair (MTTR)

Mean time to repair is defined as the average time to restore service during a Network Outage.

2.4 Scheduled Maintenance Scope:

Scheduled Maintenance shall mean any maintenance at the Sanhati PoP to which CUSTOMER's circuit is connected in respect of which CUSTOMER shall be notified 8 hours in advance. Notice of schedule maintenance will be provided to CUSTOMER's designated point of contact by a method elected by SANHATI INFOCOM SERVICES PRIVATE LIMITED (through telephone or email).

2.5 **Exclusions**

The following faults or outage hours shall be excluded:

- Periods where services have been restored by other alternate means.
- Periods where CUSTOMER staff is inaccessible to confirm the service condition after fault clearances.
- Periods where any link is switched off by CUSTOMER for its own reasons. It is the onus of CUSTOMER to ensure that the onsite equipment for links are powered on and/or the network monitoring tools, if any that are used by the CUSTOMER filters out the time period of link being voluntarily switched off, from the downtime calculations.
- Scheduled maintenance of Sanhati Network.
- A downtime is considered if the link is down for more than 15 minutes after the CUSTOMER has been issued a complaint.
- Failure or malfunction of any CUSTOMER equipment's for which the CUSTOMER is operationally responsible.
- Reasons of Force majeure.
- Interruption during any period when the CUSTOMER elects not to release the service for testing or repair and continues to use the Service on an impaired basis.
- CUSTOMER usage of bandwidth in excess of committed bandwidth
- Virus attack from CUSTOMER's network on SANHATI INFOCOM SERVICES PRIVATE LIMITED, forcing SANHATI INFOCOM SERVICES PRIVATE LIMITED to disconnect the CUSTOMER's network from SANHATI INFOCOM SERVICES PRIVATE LIMITED's network to prevent network breakdown.

BY SIGNATURE BELOW, WE AGREE TO ABIDE BY THE TERMS OF THIS S.L.A.

Dr. B.C. ROY COLLEGE OF PHARMACY & ALLIED HEALTH SCIENCES

Signature

Name:

Title:

Date: 15th December, 2022

Place: Durgapur

BY SIGNATURE BELOW, WE AGREE TO ABIDE BY THE TERMS OF THIS S.L.A.

SANHATI INFOCOM SERVICES PRIVATE LIMITED

Signature

Manoj Kumar Sarkar

Name: Manoj Kumar Sarkar

Title: Director

Date: 15th December, 2022

Place: Durgapur

