



ST. FRANCIS INSTITUTE OF TECHNOLOGY (ENGINEERING COLLEGE)

(Roman Catholic Christian Minority Educational Institute)
(Approved by AICTE & Govt. of Maharashtra with permanent Affiliation to University of Mumbai)

P. B. No. 8456, Mt. Painsur, S.V.P. Road, Borivli (West), Mumbai - 400 103.
Tel.: 28908585 / 28928585 Fax : 28954787 E-mail : sfedu@sfitengg.org Website : www.sfit.ac.in

Ref:

Date :

SFIT/ 4150/2018-19

25/03/2019

To,
Rae Internet Service Provider Pvt Ltd
445, W.T. Marg Patil Marg, Opp. Mahindra Chambers,
Chembur, Mumbai - 400 071

Kind Attn.: Mr.Mangesh Surve

Dept: General

Dear Sir,

With reference to your proposal dt. 23/03/19, we are pleased to place an order for **Dedicated Internet Leased line** to our office as per the following:

Sr. No	Item Description	Term	Rate (Rs.)	Amount (Rs.)
1	ONE TIME CHARGES: Includes Installation Charges and Commissioning Charges for Local Loop.	One Time	10,000	10,000.00
3	BANDWIDTH CHARGES 155 MBPS (1:1) on Fiber	Yearly charges	5,50,000	5,50,000.00


Terms and Conditions:


Payment will be made in favour of "Rae Internet Service Provider Pvt Ltd

- 1) One Time Charges will be applicable.
- 2) Internet Bandwidth charges will be paid quarterly in advance and will be applicable from the date of commissioning.
- 3) Installation in 20 working days
- 4) Taxes : As applicable



Thanking you,

Yours sincerely,


Director


PRINCIPAL
St. Francis Institute
Of Technology (Engg-College)
Mount Painsur, S. V. P. Road,
Borivli (West), Mumbai - 400 103.

Two programs at UG level are NBA Accredited
(ISO - 9001:2015 CERTIFIED)


Vijay G. Mahadik
Respected chuye.
9619224340




Sfitengg .org <sfedu@sfit.ac.in>

Fwd: Purchase order format for ST. Francis Institute of technology

1 message

Sachin Sawant <sachin@sfit.ac.in>
To: "Sfitengg .org" <sfedu@sfit.ac.in>

Mon, Mar 25, 2019 at 9:07 AM

----- Forwarded message -----

From: **mangesh** <mangesh@airnet-telecom.com>
Date: Sat, Mar 23, 2019 at 2:19 PM
Subject: Purchase order format for ST. Francis Institute of technology
To: Sachin Sawant <sachin@sfit.ac.in>
Cc: JOHNSON PEN <johnsonpen@sfit.ac.in>, DEEPAK JAYASWAL <djjayaswal@sfit.ac.in>

Dear Sir,

Greetings from AirNet Telecom Services !!!


Apologize for the delay in revert.

As per our discussion had, please find attached Purchase Order format for your ready reference.

Request you to please release the purchase order for us to initiate the installation process.

Also find below documents required along purchase order.

- 1) PO: Signed by authorized signatory and with Institute stamp.
- 2) Billing address proof.
- 3) Authorized signatory identity proof.


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4) Institute's PAN card.

5) Payment: In favor for " **RAE INTERNET SERVICE PROVIDER PVT. LTD.**"

OTC	10000
Qtrly	137500
GST	<u>26550</u>
Total Rs.	174050

18%

Regards

Mangesh Surve

9222515065.

Mangesh Surve
20/03/19

From: Sachin Sawant [mailto:sachin@sfit.ac.in]

Sent: Monday, March 11, 2019 10:35 PM

To: mangesh@airnet-telecom.com

Cc: JOHNSON PEN; DEEPAK JAYASWAL

Subject: Query regarding Commercial proposal of ILL Connection for St Francis Institute of Technology

Mr Mangesh Surve

Sir



sg
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Of Technology (Engg-College)
Mount Painsur, S. V. P. Road,
Borivli (West), Mumbai - 400 103.



दि कारालिक सिरियन बँक लिमिटेड

The Catholic Syrian Bank Ltd.

St. Francis IMR, Mount Poinzur, S V P Road, Borivli West

A/c Payee Mumbai - 400103

RTGS/NEFT IFS CODE :CSBK0000331

"PAYABLE AT PAR AT ALL OUR BRANCHES IN INDIA"

CSB Platinum SA

26-May-2019

Pay

Rae Internet Service Provider Pvt. Ltd.

Rupees रुपये One Lakh Seventy Four Thousand Fifty Only

A/c No. 033100478118190001

Branch: Borivli - West

₹

₹ 1,74,050.00

For ST FRANCIS ITI ACENGG COLLEGE

Signature

Signature

Authorised Signatory

Please sign above

B141-L100-O-333

102203 4000470141

31

Signature

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Sachin Sawant <sachin@sfit.ac.in>

Link Deliver 155 MBPS : From Rae ISP Pvt Ltd

1 message

Prakash D <prakash@raeisp.com>

Tue, Apr 23, 2019 at 9:45 AM

To: sachin@sfit.ac.in, johnsonpen@sfit.ac.in, djjayaswal@sfit.ac.in, mangesh@raeisp.com, poonam <poonam@raeisp.com>, noc <noc@raeisp.com>

We thank you for choosing Rae Internet Service Provider Pvt LTD your Service Provider.

In addition to this, we would like to inform you that your 155 Mbps 1:1 link is successfully commissioned on w.e.f 23--April 2019.


Apart from this, please find below herewith the communication details for your link and the attached Escalation Matrix For Complaints.

For any technical queries you can send mail to <mailto:

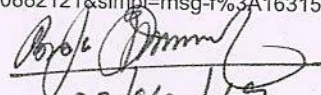
noc@raeisp.com

Abhishek :8657300650

Customer Name : Sant Francies Institute Of Technology
 Customer Code : CORP1191
 Location : Borivali
 LastMile : Fiber
 Service Start Date: 23-April -2019
 Bandwidth : 155 Mbps
 Usable IP address : 139.5.239.162/163/164
 Subnet : 255.255.255.248
 Gateway : 139.5.239.161
 DNS 1 : 103.88.220.245
 DNS 2 : 103.88.221.245


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 23/04/19

4/23/2019

St. Francis Institute of Technology Mail - Link Deliver 155 MBPS : From Rae ISP Pvt Ltd

Please do check & revert for any queries, as same will be considered for billing by our accounts team.

Anticipating your most valued patronage.

Prakash Dumbre

9819901027/9322451015

Rae Internet Service Provider Pvt Ltd

Leaseline /WIFI /Firewall / Tower Inst



Escalation Matrix Sant Francies.doc

49K




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RAE ISP PVT LTD.

Sr no.	: 1191
Customer Name	: Sant Francies Institute Of Technology
Bandwidth	: 155 MBPS (1:1)
Last mile	: RF
WAN IP Details	: IP 139.5.239.162/163/164 Subnet 255.255.255.248 Gateway 139.5.239.161
A End Address	: RAE ISP PVT LTD, PARADISE HEIGHT, 1ST Floor, 1/2, THANE - (E), Mumbai - 59.
B End Address	: Borivali
DNS Server	: DNS1 :- 103.88.220.245
DNS Server	: DNS2 :- 103.88.221.245

Escalation Matrix

Level Of Escalation	Service Affecting	Performance Issues	Contact Point/Email ID/Phone
Level 1	Immediate	Immediate	Customer Support and Ticketing System Email : - noc@raeisp.com Mr. Abhishek/Poonam 8657300650/8104923383
Level 2	2 Hours	4 Hours	Technical Head - NOC (24 X 7) Vijay Mahadik : 9082967819 Email : - vijay@raeisp.com
Level 3	3 Hours	5 Hours	Customer Relationship Manager Mr. Prakash Dumbre 9819901027/9322451015 Email : - prakash@raeisp.com


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VALENCIA CARDOZ <valenciacardoz@sfit.ac.in>

Fwd: Dedicated ILL Connection for St. Francis Institute of Technology..

1 message

Sachin Sawant <sachin@sfit.ac.in>
To: VALENCIA CARDOZ <valenciacardoz@sfit.ac.in>

Mon, Mar 25, 2019 at 10:31 AM

----- Forwarded message -----


From: Mangesh Surve <mangesh@airnet-telecom.com>
Date: Tue, Jan 22, 2019 at 5:39 PM
Subject: Dedicated ILL Connection for St. Francis Institute of Technology..
To: <sachin@sfitengg.org>

Dear Sachin,

Greetings from AirNet Telecom Service!!!

As per our telephonic discussion, we have feasibility on Fiber & R.F.

We are thankful to you, for showing your interest in our company to provide you internet solution.

We provide lease line, P2P Connection, & SME Product Solutions to corporate.
We have Presence across Mumbai, Thane, Navi Mumbai, Nasik Highway Bhiwandi,
Uran & and many Remote Locations.The link is dedicated leased line and we have feasibility and upstream
from various provider viz Vodafone, TATA for providing redundancy.We are in business of providing Internet for quite long & servicing to various
categories viz;
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3/27/2019

St. Francis Institute of Technology Mail - Fwd: Dedicated ILL Connection for St. Francis Institute of Technology.

Construction, Warehousing, Shipping Industry, Chemicals & have prominent clients.

We can assure 98% up time for our dedicated internet connection.

Please find attached proposal.

Looking forward for your positive response.

Assuring best of our services.

Thanks & regards


Mangesh Surve

AirNet Telecom Services.


Corporate Sales & Operations Head.

9222515065

9892900589

 **Airnet Telecom Proposal for St. Francis Institute of Technologies.pdf**
1150K




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AIRNET TELECOM SERVICES

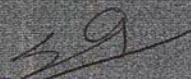
445, W.T. Marg Patil Marg, Opp.
Mahindra Chambers, Chembur,
Mumbai – 400 071

Mr. Mangesh Surve

Mobile - 9222515065



Internet Leased Line


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AirNet Telecom Services

Proposal Date: 22 January 2019

INTRODUCTION

AirNet Telecom Services is leading Managed Service Provider Company, offering cost-effective and adaptable Integrated Network Solutions enabling companies make their communication faster and reliable. The company started its ISP operations in the year 2013 and has been catering to the networking requirements of the domestic enterprise market since then. AirNet Telecom Services provides full range of IT services, with commitment to quality, timely delivery and expertise on the most contemporary technologies. AirNet Telecom Services boasts of its industrial competence with specialized high performance technology and state-of-the-art equipment required towards security and surveillance.

Today's Enterprise customer does not want just a bandwidth provider. It seeks a partner who is an integrated end-to-end E-solutions provider. It seeks a partner who can seamlessly respond to his changing needs. It needs a partner who is not just a vendor but a Consultant to his business.

AirNet Telecom Services provides the IT Solutions, networking solutions and technical resources required by SMEs, Corporate, various Educations Institutes and Government agencies. We provide connectivity to remote and branch offices, and within departmental and campus environments. Our solutions are secured thus protecting their, data, communications, and network integrity. We offer prices that just not only appeal to client's budget but are cost effective without any variation in the quality of the service.

OUR SERVICES

Enterprises Services and Security Surveillance Services	
Internet Leased Line	Fiber Optic Networking Solutions
Wi-Fi Networking Solutions	Wi-Max Networking Solutions
Ethernet Networking Solutions	CCTV Security Camera
Video Conference	Wi-IP Camera Security Networking Solutions

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AirNet Telecom Services

Proposal Date: 22 January 2019

WHY AIRNETTELECOM SERVICES?

We offer 24x7 technical supports on all our solutions. Customer satisfaction is how services are offered at their end and we are more concerned to provide the best services to the customer for their satisfaction.

We connect you through any optional ways which might be Feasible & effective to provide you quality bandwidth as follows:

1. Fiber Optic Cable.
2. Copper Wire Connectivity.
3. Wireless Connectivity.

Reliability: Our extensive investment in state-of-the-art technology enables us to offer unrivalled technical and operational stability to our customers. AIRNET Telecom Services enjoys a wide reputation in industry for providing dependable, reliable and affordable solutions to the customers.

Expertise: Our many years of experience in providing end-to-end solutions ensure Clients success. We take the time to understand your business needs and employ state-of-the-art technology to create cost-effective solutions that optimize efficiency and deliver results that will exceed your expectations.

Effectiveness: We work with our customers to get to know more about their individual and business aims; we merge their thoughts and ideas with ours to address improving their business through IT solutions.

Scalability: AirNet Telecom Services solutions are fully customizable to meet individual needs. The services are also scalable to help individuals and businesses meet their budgetary and network requirements.

Airnet Features:

- ❖ Prompt service Provisioning, Instant connectivity, No waiting time.
- ❖ Associated with all major Telco's such as TATA, AIRTEL, Reliance, Vodafone, Idea and MTNL for last mile fiber as well copper network.
- ❖ 98% uptime / Service-Level Guarantee, Committed Information Rate.
- ❖ 24 X 7 Engineers Support / Single point problem resolution.
- ❖ Fully Integrated Services
- ❖ Capability to offer specified bandwidths
- ❖ Secured connection , Consistent Bandwidth

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AirNet Telecom Services

Proposal Date: 22 January 2019

ABOUT THE PRODUCT

AirNet Telecom Services is a **category Internet Service Provider** having its operations in major metropolitan cities.

- Provides premium bandwidth solutions to corporate clients in industries such as various Educations Institutes, Government agencies, hospitality, media, IT, logistics, real estate, and manufacturing among others.
- Provides dual advantage of **reliable satellite connectivity** and **lowest possible ping time** on optical fiber cable for time critical applications.
- Provides premium **1:1** bandwidth through optical fiber, copper connectivity as well as wireless connectivity (RF) for high uptime.
- Associated with all major Telco's such as **Tata, Airtel, Reliance, Idea, Railtel, Vodafone and MTNL** for best uptimes and quality experience.
- Users are able to utilize full speeds of their internet links as AirNet Telecom Services allocates **high bandwidth capacity** to its links to guarantee congestion-free leased line connections.


STRATEGIC COLLABORATIONS

LAST MILE CONNECTIVITY



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AirNet Telecom Services

Proposal Date: 22 January 2019

COMMERCIAL PROPOSAL FOR ILL CONNECTION.

At AirNet Telecom Services, we extend committed services on our Leased trusted network at market leading prices. Below is the detailed commercial proposal for **St. Francis Institute of Technology**, that also highlights Link wise price (NRC & MRC) for easy reference.

Location: St. Francis Institute of Technology, S.V.P. Road, Near Bhagwati Hospital, Mount Poincur, Borivali West. Mumbai 400103						
Last Mile Media	Speed In Mbps	Total Bandwidth Annual Recurring Charges (INR)	Total NON Recurring Charges (INR)	Managed Service Rental (INR)	Annual IP Charges (INR)	OTC (INR)
Fiber	STM-1 (1:1) 155Mbps.	Rs.6,10,000/-	N.A.	N.A.	N.A.	Rs.10,000/-
Fiber	200Mbps (1:1)	Rs.7,50,000/-	N.A.	N.A.	N.A.	Rs.10,000/-

Proposed Contract Period (in one Year)	1 Year
--	--------

Notes to the above:


- In case the proposal is submitted in pre-feasibility stage then the rates are subject to change.
- Taxes Extra (as per the Government regulations from time-to-time)
- Mode of payment: Quarterly advance (first quarter and one time charges along with PO)
- Mode of connectivity will always be reserved with AirNet Telecom Services
- Customer need to provide L3 WAN interface (Router / Firewall / L3 switch), with minimum 2 interfaces to terminate the Internet Leased Line. The Device shall support Dual Stack.
- Building Access permissions, RACK space at Installation premises.
- Roof TOP / Terrace and 24/7 access permissions and provisions (permanent ladder or arrangement) for tower / pole deployment and clearance.
- Customer responsibility also includes 16/5 amps uninterrupted UPS power with proper earthing.
- Timely support for project based requirements will be updated from time-to-time by AirNet Telecom Services project delivery team.

DOCUMENTS REQUIRED

- ❖ Address proof where link to be terminated
- ❖ Company PAN Card
- ❖ Certification of Incorporation and MOA
- ❖ Authority Letter
- ❖ Authorized person PAN copy and 2 photograph
- ❖ Purchase Order
- ❖ Other DOT documents as per formats

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AirNet Telecom Services

Proposal Date: 22 January 2019

TERMS AND CONDITIONS


- ❖ This proposal is valid for a period of 30 days from the date of the proposal unless AirNet Telecom Services agrees in writing to extend the same.
- ❖ The above charges are exclusive of service tax and all applicable statutory duties, levies and fees. All taxes applicable from time-to-time as specified by Government and will be charged to customer.
- ❖ Bandwidth charges payable Quarterly in advance.
- ❖ OTC is non-refundable. However, OTC is refundable only in case unable to provide the services.
- ❖ Purchase order and Payment shall be made in favor of AirNet Telecom Services.
- ❖ Service Level Agreement with 98 % uptime will be provided.
- ❖ AirNet Telecom Services will provide IPv6/64 LAN & IPv6/128 WAN and IPv4/29 LAN IP and IPv4/30 WAN IP pools along with the link.
- ❖ Documents required as per DOT norms. AirNet Telecom Services will be responsible for uptime of ILL circuit and AirNet Telecom Services will provide 24X7 supports for ILL network connectivity.
- ❖ The Invoices shall deem to have been received by the customer unless the customer reverts otherwise within five (5) days of date of Invoice ("Deemed receipt date") Payment by customer shall be due within ten (10) days after Deemed Receipt Date ("Due Date").
- ❖ In case the customer has any issues with the Invoice, the same needs to be flagged to AirNet Telecom Services within 5 days of Deemed Receipt Date; otherwise the invoices shall deem to have been accepted by the customer.
- ❖ It shall be the responsibility of customer to make the payment within the due date towards the applicable charges failing which the service provider shall have the right to discontinue services at its sole discretion. Any equipment thereof shall be retrieved from the customer premises and interest shall be charged on the overdue amount at the rate of 18% per annum compounded quarterly.
- ❖ Date of billing shall be construed as date of link commissioning and acceptance of WCR (Work Completion Report) by customer. WCR shall deem to have been accepted if no reasons are cited in writing and same is not signed within 30 days from provisioning of link.
- ❖ On completion of the minimum one year contract period, the contract shall be automatically renewed on the same terms and Conditions unless agreed to by both the parties at least 3 months prior to the expiry of term.
- ❖ Link Termination clause: One Month Advance Notice (After completion of one year)
- ❖ If the customer disconnects or downgrades the link during the contract period than he will be liable to pay the rental for remaining period of contract on termination and difference in rental in next invoice for downgrade.
- ❖ The above quote is subject to technical and commercial feasibility at the time of placing the order.
- ❖ Customer shall not resell the bandwidth unless permitted by an ISP license issued by the concerned statutory authority.
- ❖ Delivery of services shall be in 15 days from the date of receipt of Purchase Order along with advance payments unless specifically agreed otherwise between the parties. Subject to force majeure.
- ❖ The customer shall permit AirNet Telecom Services and / or its authorized representatives to enter into and remain upon customer's premises to install, activate, repair, de-install and recover the equipment/s provided by AirNet Telecom Services.

Site readiness required

- Space – Room / space for telecom equipment – specify (dedicated / common)
- UPS – In the event of power failure scenarios back power is available (DG/UPS)
- Earthing – Telecom earthing is available near to the rack to be provided? Approx. 1 meter distance (E-N voltage should be in the range of <=2V))
- Air conditioning – Air conditioning is available in the telecom area to be ensuring cooling of equipment / MUX and avoid subsequent failures due to heating. Site Access – 24 X 7 site access / permission availability post-delivery of the services for Service Assurance / Maintenance purpose.

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AirNet Telecom Services

Proposal Date: 22 January 2019

CONTACT US

Airnet Telecom Services

445, W.T. Patil Marg,
Opp. Mahindra Chambers,
Chembur,
Mumbai - 400 071

Airnet Telecom Services

803, Sainidhi CHS,
Opp. SES High School, Panchpakhadi,
Thane (West)-400603


Please contact for further process

Mangesh Surve
+91 9222515065

Thank You

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Borivli (West), Mumbai - 400 103.

CONFIDENTIAL

To: Mr. Tolson From: Mr. [Name] Subject: [Topic]	[Faint text in right column]
Please contact Mr. [Name]	



Principal
 [Faint text and illegible markings]





ST. FRANCIS INSTITUTE OF TECHNOLOGY

(ENGINEERING COLLEGE)

(Roman Catholic Christian Minority Educational Institute)

(Approved by AICTE & Govt. of Maharashtra with permanent Affiliation to University of Mumbai)

P.B. No. 8456, Mount Painsur, S.V.P. Road, Borivli (West), Mumbai - 400 103

Phone: 2890 8585 / 2892 8585 Fax: 28954787 E-mail: sfedu@sfitengg.org Website: sfitengg.org

Ref:

Date:

SFIT/2478 / 2018 - 2019

08/06/2018

To,
Sales Manager,
The Tatateleservices Maharashtra Ltd,
D-26, TTC Ind Area, PO-Turbhe
Navi Mumbai - 400703.

Subject: - Purchase Order for TATA Internet Leased Line 100 Mbps (1:1) Connection

Dear Sir,

We are please to inform you that, we are hereby placing a purchase order to TTML to provide us Internet Leased Line for 100 Mbps (1:1).

Details:-

Band Width	100 Mbps
OTC	5,000/-
ARC	8,00,000/-

Terms & Conditions:-

Payment Terms	Quarterly In Advance
Taxes	As applicable
Locking Period	36 Months

Billing Address:

St Francis Institute of Technology,
Mount Painsur,
SVP Road, Borivali West,
Mumbai 400103

Installation Address:

St Francis Institute of Technology,
Room No. 305, 3rd Floor, 'A' Wing,
Mount Painsur, SVP Road, Borivali West,
Mumbai 400103

Yours Faithfully,

For ST FRANCIS INSTITUTE OF TECHNOLOGY,

Bro. Josekutty J Thuruthiyil

Director
DIRECTOR

St. Francis Institute
Technology (Engg-College)
Mount Painsur, S.V.P. Road,
Borivli (West), Mumbai-400 103.



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Request for Proposal for Internet Leased Line @ St Francis Institute of Technology

1 message

Manish Chhichhiya <Manish.Chhichhiya@tatatel.co.in>

Thu, May 24, 2018 at 1:38 PM

To: Sachin Sawant <sachin@sfitengg.org>, WILSON PINTO <wilsonpinto@sfitengg.org>

Hi Sachin,

Attached is the TATA Internet Lease Line Proposal (1:1) for St Francis Institute of Technology Eng College for 50 Mbps,70 Mbps & 100 Mbps . Can we meet today for discussing further ?

Regards,

Manish Chhichhiya.

From: Manish Chhichhiya
Sent: Tuesday, January 30, 2018 2:49 PM
To: 'Sachin Sawant'
Cc: WILSON PINTO; JOHNSON PEN
Subject: Request for Proposal for Internet Leased Line @ St Francis Institute of Technology

Dear Sachinji,

Attached is the very special price proposal for St Francis Institute of Technology For Tata ILL (1:1) for 20 mbps,30 Mbps & 50 mbps .

Regards,

Manish Chhichhiya

Mob:-09833161661/9029022253

From: Sachin Sawant [mailto:sachin@sfitengg.org]
Sent: Tuesday, January 30, 2018 2:37 PM
To: Manish Chhichhiya
Cc: WILSON PINTO; JOHNSON PEN
Subject: Request for Proposal for Internet Leased Line @ St Francis Institute of Technology

Mr. Manish Chhichhiya

We are looking for internet lease line at St Francis Institute of Technology (Engineering College).

Please Send the quote for 20 Mbps , 30 Mbps and 50 Mbps leased line (1:1)

Thanks

Sachin Sawant
SFIT




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INTERNET LEASED LINE (ILL) SERVICES



CLOUD AND SaaS



COLLABORATION



CONNECTIVITY



IP



MARKETING SOLUTIONS



SECURITY

Submitted by

Name : Manish Chhichhiya
Mobile No. : 9029022253
Email ID : manish.chhichhiya@tatatel.co.in

Proposal Date : 24-05-2018
Proposal ID : ILL-130883



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(The following table is extremely faint and contains illegible text and numbers. It appears to be a technical or financial table related to the services described.)




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 St. Francis Institute
 Of Technology (Engg-College)
 Mount Painsur, S. V. P. Road,
 Borivli (West), Mumbai - 400 103.

1. INTRODUCTION

The Tata group is a global enterprise, headquartered in India, comprising over 100 independent operating companies. The group operates in more than 100 countries across six continents, in seven business sectors: From Communications and Information technology, Engineering-Materials, Services, Energy, Consumer products and Chemicals.

Tata Teleservices Limited spearheads the Tata Groups presence in the telecom sector. It is one of Indias leading mobile telecommunications service providers delivering mobile connectivity, content and services to consumers across the nation. For its business customers, the company provides end-to-end integrated Voice, Data and Managed solutions under the umbrella of Tata Tele Business Services (TTBS). With a host of solutions categorised under Enterprise Connectivity, Mobility Solutions, IoT Solutions, Marketing Solutions and Enterprise Collaboration, TTBS is a leading player in the Enterprise segment offering the widest range of solutions for Small, Medium & Large businesses across India.

2. ABOUT THE PRODUCT

Standard Internet Leased Line -TTBS' world-class Internet Leased Line Service (ILL) is a permanent extension of Internet port from our ISP to customer premises using dedicated Leased Line connectivity. Our ILL provides uncompressed and un-contended access to the Internet on a high-speed, steady, and reliable connection to the Internet. A dedicated connection, unlike services such as Broadband on DSL/ ADSL, Metro E and Cable Modems, it provides a shared connection and bandwidth.

Tata Tele Business Services understands that the information and communication needs of enterprises have grown immeasurably, and the performance of any enterprise depends upon how quickly and efficiently an organisation communicates and processes the information and opportunities. Tata Tele Business Services Internet Leased Line Service is the answer to all these needs.

Managed Internet Leased Line - For a hassle free network operation, Tata Tele Business Services has a complete Managed Internet offering that covers near real time web reporting, proactive fault monitoring in network and faster resolution. TTBS also provides bundled router/ UTM device to cater to all your network and security needs. Tata Tele Business Services has an industry leading Service level agreement that covers two vital aspects of your Internet service:

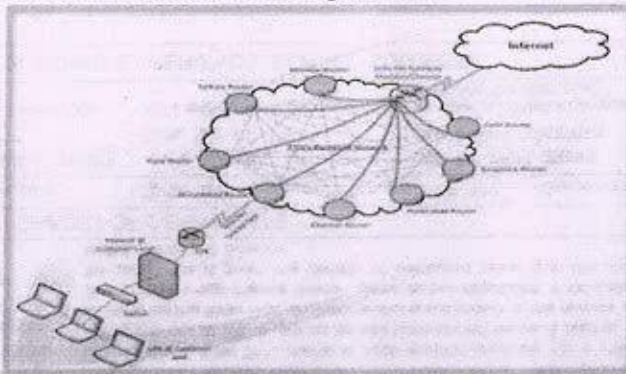
Service Assurance Matrix

Peering Location	Service Availability	Latency		Packet Loss
		From Tata Tele Business Services IP POP (Delhi, Bangalore, Hyderabad, Chennai, Mumbai, Ahmadabad, Kolkata)	Rest of India	
All (within India)	> 99.5%	≤ 80 ms	≤ 80 ms	<1%
New York, USA		≤ 270 ms	≤ 300 ms	
Los Angeles, USA		≤ 320 ms	≤ 350 ms	
London, UK		≤ 250 ms	≤ 270 ms	
Hong Kong		≤ 140 ms	≤ 160 ms	
Singapore		≤ 130 ms	≤ 150 ms	
Malaysia		≤ 120 ms	≤ 140 ms	
Gulf		≤ 130 ms	≤ 150 ms	



3. SOLUTION ARCHITECTURE

- Customer location will be connected to the nearest TTBS' Point of Presence (PoP) on any available feasible medium. PoP will be the entry point for traffic into our network for accessing Internet
- Once traffic reaches our PoP, it will be routed to Internet cloud through TTBS' resilient backbone via its Internet gateway. Tata Tele Business Services has its backbone connected on fiber with mesh topology having n*Gigabit capacity resulting high uptime



- Internet Gateway is the exit point for Internet bound traffic to World Wide Web. We have multiple routes for pushing traffic on to the Internet, resulting in high uptime and minimum latency for its customer base.

4 WHY US

We believe, we are the right partner for your requirement to bring the required level of service and commitment for your current and future network evolutions.

As competition intensifies, businesses worldwide are seeking the following benefits:

- Easy scalability that supports faster upgrade to higher bandwidths with network-based applications needs.
- Lower total cost of communications
- Improved performance for your communication

In view of this, TTBS is committed to deliver these benefits through our proposed solution. TTBS' Internet service offers a world-class service providing un-contended, mission critical Internet access and content to Tier 1 global IP network through its upstream partner. Due to the nature of our network and managed services, we offer distinct business advantages

5. DOCUMENTS REQUIRED

- CAF with Photo (Cross signed)
- Product Annexure
- Purchase Order
- Billing Address Proof
- Proof Of Identity (Company)
- Proof of authorization
- Authorized Signatory ID proof
- Tariff Enrolment Form (TEF)
- STC



6. COMMERCIALS

At Tata Tele Business Services, we extend committed services on our trusted network at market leading prices. Below is the detailed commercial proposal for St francis institute of technology engg college that also highlights link wise price (NRC & MRC) for easy reference.

Location	Speed	Service	Total BW ARC (INR)	Total (NRC INR)	Managed Service Rental (INR)	Annual IP Recurring Charges (INR)	Annual NE/ CPE rental (INR)
mumbai	50 Mbps	Standard	600000	5000		0	
mumbai	70 Mbps	Standard	750000	5000		0	
mumbai	100 Mbps	Standard	800000	5000		0	

Contract Period (in years) 3 Years

Notes to the above:

- Validity of proposal is 30 days from date of proposal.
- Delivery shall be within 4-6 weeks.
- Taxes are extra and are subject to change as per Law of land.
- Mode of payment: Quarterly advance (first quarter and One time charges along with PO)
- Mode of connectivity reserves with Tata Tele Business Services.
- Customer need to provide L3 WAN interface (Router/firewall/L3switch), with minimum 2 interfaces to terminate the Internet Leased line. **The device shall support Dual Stack**
- Timely support for project based requirements updated time to time from Tata Tele Business Services project delivery team
 - o Building Access permissions, RACK space at installation premises
 - o Roof Top and 24/7 access Permissions and provisions (permanent ladder or arrange echo ment) for tower/ Pole deployment and clearance.
 - o 16/5 Amps Uninterrupted UPS power with proper earthing is customer responsibility.
- Tata Tele Business Services will provide /64 LAN & IPv6 /128 WAN and IPv4 /29 LAN IP & /30 WAN IP pools on dual stack along with the link.

Note: TTBS provides Internet across India under following license entities and hence appropriate documentation shall be done for faster delivery.

Tata Teleservices (Maharashtra) Limited : Maharashtra/ Goa, Jammu & Kashmir, Assam and NESA

Tata Teleservices Limited: All other regions in India.

7. DELIVERY TIMELINES

The delivery /implementation timelines depends on last mile. Exact time lines will be communicated through the Program Manager depending on the connectivity type and the location of the installation premises once order is logged in the system.

8. TERMS AND CONDITONS



- This proposal is valid for a period of 30 days from the date of the proposal, unless Tata Tele Business Services agrees in writing to extend the same
- The above charges are exclusive of service tax and all applicable statutory duties, levies and fees. All taxes as applicable from time to time specified by Government shall be charged to customer
- Payment shall be made in favor of Tata Teleservices Ltd
- TTL will provide /29 LAN IP & /30 WAN IP pools along with the link
- The invoices shall deem to have been received by the Customer unless the Customer reverts otherwise within five (5) days of date of invoice. ("Deemed receipt date"). Payment by customer shall be due within ten (10) days after Deemed Receipt Date ("Due Date")
- In case the Customer has any issues with the invoice, the same needs to be flagged to Tata Tele Business Services within 5 days of Deemed Receipt Date, otherwise the invoices shall deem to have been accepted by the customer
- It shall be the responsibility of customer to make the payment within the due date towards the applicable charges failing which the service provider shall have the right to discontinue services at its sole discretion. Any equipment thereof shall be retrieved from the customer premises and interest shall be charged on the overdue amount at the rate of 18% per annum compounded quarterly
- Date of billing shall be construed as date of link commissioning and acceptance of WCR (Work Completion Report) by customer. WCR shall deem to have been accepted if no reasons are cited in writing and same is not signed within 3 days from provisioning of link.
- On completion of the period, the contract shall be automatically renewed on the same terms and conditions unless agreed to by both the parties at least 1 month prior to the expiry of term
- If the customer disconnects the link during the contract period than he will be liable to pay the rental for remaining period of contract on termination.
- The advance notice period for any disconnection request shall be of 1 month
- The above quote is subject to technical and commercial feasibility at the time of placing the order
- Customer shall not resell the bandwidth unless permitted by an ISP license issued by the concerned statutory authority
- Delivery of services shall be in 4-6 weeks from the date of receipt of Purchase Order along with advance payments unless specifically agreed otherwise between the parties
- The Customer shall permit Tata Tele Business Services and/ or its authorized representatives to enter into and remain upon customer's premises to install, activate, repair, de-install and recover the equipment provided by Tata Tele Business Services, used/ to be used for availing the Service/s

9. SUPPORT

- Services shall be provided by TTL and our associated partners for L1/L2 support.
- You can reach us through our toll-free number **18002661515**.
- For any technical issues write to **data.enterprise@tatatel.co.in**
- For any non-technical issues write to **1515@tatatel.co.in**

10. GLOSSARY/ACRONYMS

TTBS	-	Tata Tele Business Services
POP	-	Point of Presence
UTM	-	Unified Threat Management
MRC	-	Monthly Recurring Charge
NRC	-	Non Recurring Charge

