



PO : ATME(T)//2020-2021/WO2020300301

WORD ORDER

M/s Yashash Cable Network Pvt., Ltd.,
Adipampa Road
Mysore – 570 002

Date : 30/03/2020

Website: www.yashtel.in

Dear Sir,

Sub: Renewal of the Leased Line connection for year 2020-21

With reference to the above subject and further to the discussion, we are pleased to place a work order for the Renewal of the Leased Line connection for the below mentioned details.

Sl. No.	Program Description	Duration	Amount
1	Internet bandwidth 100 Mbps (1:1) leased line	1 year	3,20,000.00
		Total	3,20,000.00
		GST 18 %	57,600.00
		Grand Total	3,77,600.00

Total Amount In Rupees: Three Lakh Seventy Seven Thousand Six Hundred Only.

TERMS AND CONDITIONS: -

1	Price Basis	Prices quoted are on Firm basis and no escalation is allowed during the execution of the contract
2	GST	Included in the grand total
3	Delivery location	ATME College of Engineering, 13th KM, Mysore- Kanakapura - Bangalore Road, Mysore – 570 028.
4	Payment	Quarterly payment after submission of bills
5	Consignee	The Principal, ATME College of Engineering, 13th KM, Mysore- Kanakapura - Bangalore Road, Mysore – 570 028.
6	Contact Person	Mr.Mohan M. – 9448285647

Order Acceptance: A letter of acceptance agreeing to abide by the conditions of this purchase order should reach us within 7 days from the date of this work order.

Thanking You

Your Faithfully,

For ATME College Of Engineering

(Arunkumar L)
Chairman

PRINCIPAL
ATME College of Engineering
13th KM, Mysuru-Kanakapura-Bangalore Road
Mellahalli Mysuru-570 028

SERVICE LEVEL AGREEMENT

This services agreement made this 1st day of August month of year 2011, between **Yashash Cable Network Pvt Ltd**, a company incorporated under companies Act, 1956 having its registered office at 2713/4 lakshmi building adipampa road v.v.mohalla mysore-570002(hereinafter referred to as Yashash cable network which expression shall unless it is repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the ONE PART; and **ATME College Of Engineering** having its registered office at 13th KM, Mysore-Bannur Road, Mysore-570028(hereinafter referred to as "the Customer", which expression shall unless it is repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the Other Part.

"Party" and / or "Parties" shall refer to Yashash cable network and / or the Customer or both

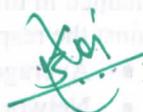
NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED AS FOLLOWS:

Service level Commitment (SLC)

1. In consideration of the customer fulfilling each and every obligation and covenant on its part to be performed and otherwise complying with the terms and conditions of the agreement for the Internet service, Yashash cable network commits that the Internet service subscribed by the customer shall meet the service level(s) during the 12 months **1/04/2020 to 31/03/21** of the subscription of the service.
2. The SLC provided hereunder may be withdrawn or amended with one month notice from either side at anytime without assigning any reasons therefore and without being liable to the each other in damages or otherwise, except that any penalty accrued withdrawal will be paid by Yashash Cable network to the customer.



Yashash Cable Network Pvt Ltd. #2713/4 Lakshmi building adipampa road v.v.mohalla Mysore-57002. Ph-0821-4286999. Website- www.yashtel.in


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Mellahalli Mysuru-570 028

3. In the event that Yashash cable network fails to meet the service level then subject to the terms and conditions herein contained, Yashash cable network shall bear penalty within the scope of this agreement.
4. The contract amount for Internet Leased bandwidth 100 Mbps(1:1) per month cost Rs 26667/- plus taxes extra.

Scope of the Agreement

The agreement covers the following under the scope of this agreement:

1. This agreement covers Internet service from Yashash cable network for both dedicated internet bandwidth and shared internet bandwidth.
2. Yashash cable network to bear penalty on any violations of the service levels within the scope of the agreement. Any damages- indirect or consequential- sustained by any customer/partner/affiliate of the customer shall not be covered by this agreement.
3. Yashash cable network will constantly monitor the network performance and provide the customer the committed service levels on the parameters mentioned in this agreement.
4. Yashash cable network shall bear no penalty in case of degradation of service occurring due to last mile access(customer premises). Yashash cable network however shall extend cooperation in resolving the last mile access problems wherein customer faces problems in using the internet service.

Service level commitment parameters

Yashash cable shall constantly monitor the health of the network. The network performances will be measured against the following parameters.

In case Yashash cable network fails to deliver the service levels within the definitions contained in this agreement the customer shall be eligible for the service credit claims against the respective parameters.

- Average round trip delay or latency
- Network availability



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Mysore-57002. Ph-0821-4286999. Website- www.yashtel.in


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Mellahalli Mysuru-570 028

- Packet delivery
- Average round trip delay or latency assured to USA server <350 milliseconds
- Network availability assured 99%
- Packet delivery loss assured <1%

Planned outages

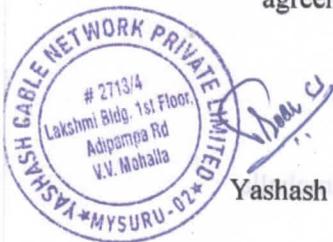
- Planned preventive network maintenance may be scheduled by Yashash cable network at any time.
- Where possible all planned outages will be carried out during maintenance window between 0100 hrs to 0600 hrs. and yashash cable network will inform by phone, email or fax about maintenance activity to customers at least 1 day in advance.
- In case of emergency and customer services are affected partially or fully, Yashash cable network will evaluate the critical ness and carry out maintenance to restore service immediately without any prior notice.
- Customers shall allow Yashash cable network to carryout maintenance activities as and when required. Yashash cable network will carry out repair and maintenance activity on non receipt of confirmation from customers and shall not be responsible for loss of service.

Problems & violation reporting process.

Customers complaints have to logged with our customer care which is operating from our main office. The details of customer care and contact number are given below . Whenever customer calls us Yashash cable network will open a trouble ticket immediately, customer shall provide. The problem shall be closed by Yashash cable network in 3hrs from the time of complaint given from the customer. Customer may refer to the escalation matrix in case the problem is not resolved with the prescribed time frame.

Penalty clause.

Yashash cable network shall always strive to meet SLC performance levels. Yashash cable network would bear the penalty conditions within the scope of this agreement. The penalty will be given to customer as following case.



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- For more than 4hrs break down customer will be liable for payment deduction in next coming bill.
- If there is a break down for a day then will extend the service or payment for the day can be deducted in next coming bill.

Disputes & settlement process

- Where any dispute arises between the parties concerning or in any way arising out this agreement or the performance by either party of the terms of this agreement the parties will attempt in good faith to resolve the dispute through consultation at the senior management levels.
- If the parties cannot resolve the service level dispute, either party may request that both parties escalate the service level dispute to their respective chief executive officer or his or her nominee, who shall endeavor to resolve the service level dispute in good faith.

Escalation Matrix

Office address	Complain Number	Escalation 2	Escalation 3
#2713/4 lakshmi building adipampa road mysore-02.	0821-4286999 customercare@yashtel.in	Srinivas- 9035026110 Razeen- 9035026108 Umashankar- 9243504569 Srinivas.hn@yashtel.in Razeen.ny@yashtel.in Umashankar.n@yashtel.in	Manjunath 9243504567 manjukms@yashtel.in

For and on behalf of
Yashash Cable Network Pvt Ltd

Name: Sridhar L S
Designation: Accountant
Date- 1/04/2020
Place: Mysore.



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Mellahalli Mysuru-57C 028

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Annexure I

Penalty Clause.

Service Availability Percentage (yearly basis)	Service Credit
Up to 99.50%	NIL
99.49 % to 98.50 %	1 Day credit
98.49 % to 97.50 %	2 Days credit
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Less than 96.00 %	4 Days

Scope of the Agreement

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1. This agreement covers Internet service from Yashash cable network for both dedicated internet bandwidth.
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College of Engineering



NBA ACCREDITED

Affiliated to VTU, Belagavi; Approved by AICTE, New Delhi and Recognised by Government of Karnataka
Programs accredited by NBA, New Delhi - CV, EC, EE & ME (Validity: 2019-20 to 2021-22)

PO : ATME(T)//2021-2022/WO2020290306

WORD ORDER

M/s Yashash Cable Network Pvt., Ltd.,
Adipampa Road
Mysore – 570 002

Date : 29/03/2021

Website: www.yashtel.in

Dear Sir,

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ATME COLLEGE OF ENGINEERING

13th Kilometer, Mysore-Kanakapura-Bangalore Road, Mysore - 570 028 P: 0821 - 2954081 / 11

Email : info@atme.in Web : www.atme.in

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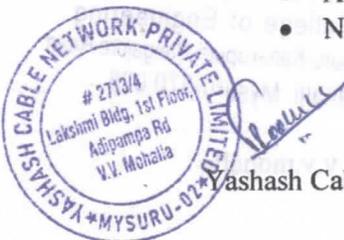
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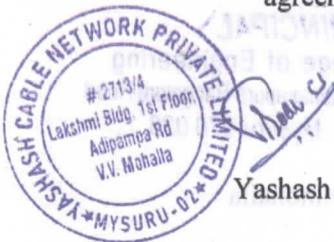
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For and on behalf of
Yashash Cable Network Pvt Ltd

Name: Sridhar L S
Designation: Accountant
Date- 1/04/2021
Place: Mysore.



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