

To,

M/s: TAGORE EDUCATIONAL TRUST

Subject: Proposal for Internet Leased Line (ILL)

Dear Sir / Madam,

We thank you for giving Tata Teleservices the opportunity to propose a solution for your business.

Post our meeting, telephonic discussion and understanding your requirements, we have prepared a proposal for a comprehensive communications solution. Included please find a proposal for your consideration.

Our Comprehensive suite of products and services comprise the building blocks of the innovative solutions we construct to help you go further. These Solutions quietly work behind the scenes, delivering every mandate that a rapidly changing business landscape poses, integrating with your organization while it expands and reaches out to the world.

Should you have any queries or clarifications on the enclosed proposal, please do give us a call, we shall be glad to assist you.

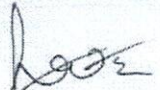
Looking forward to partnering with you!

Warm Regards,

Edwin Jakob

Email ID : edwin.jakob.jenowin@tatatel.co.in

Contact Number: +918144501546


Tata Tele Business Services


DEAN
TAGORE MEDICAL COLLEGE & HOSPITAL
RATHINAMANGALAM, MELAKOTTAIYUR POST,
Chennai-600 127.

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 to Chemicals.

Tata Teleservices Limited spearheads the Tata Group's presence in the telecom sector. It is one of India's 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 Connectivity, IoT, Marketing, Cloud & SaaS, Security and 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.

We understand 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. Our 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. We also provide bundled router/ UTM device to cater to all your network and security needs.

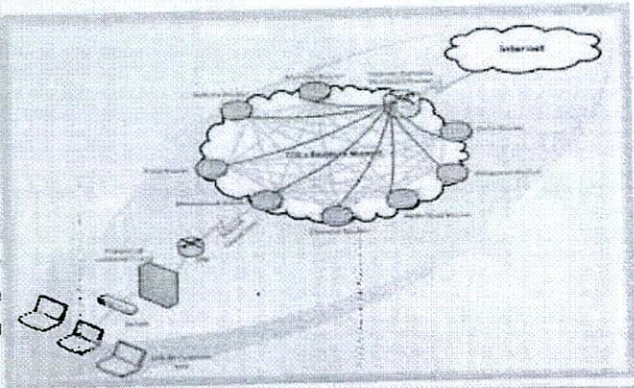
Tata Tele Business Services has an industry leading Service Level Agreement that covers two vital aspects of your Internet service.

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	

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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

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COMMERCIALS

Tata Tele Business Services, we extend **committed services** on our trusted network at market leading prices. Below is the detailed commercial **proposal** for that also highlights Link wise price (NRC & MRC) for easy reference.

State	City	Location	Bandwidth	Sub Variant	Total BW ARC (INR)	Total OTC (INR)	Managed Service Rental (INR)	Annual IP Recurring Charges (INR)	Annual NE/ CPE rental (INR)
Tamil Nadu	Chennai	CHENNAI	1000 Mbps	Standard	1800000	10000	NA	0	0

Contract Period **24 Months**

Notes:

Notes to the above:

- Delivery within 4-6 weeks.
- Taxes are extra and are subject to change as per the Law of the land.
- Mode of payment: Quarterly advance (first quarter and One time charges along with PO)
- Mode of connectivity reserved 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.
 - Building Access permissions, RACK space at installation premises
 - Roof Top and 24/7 access Permissions and provisions (permanent ladder or arrangement) for tower/ Pole deployment and clearance.
 - 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.


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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 CONDITION

- 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 and the customer shall obtain at no cost to Tata Tele Business Services, appropriate approvals and consents from third parties wherever necessary for the foregoing purpose

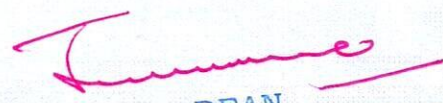

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9. SUPPORT

- 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


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