

**CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY (AUTONOMOUS),
HYDERABAD-75**

INTERNET BANDWIDTH

4.3.3 Bandwidth of internet connection in the Institution

Internet Bandwidth : **1050 Mbps**

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| 5 | D&P Minutes | 21, 46 | Click here |

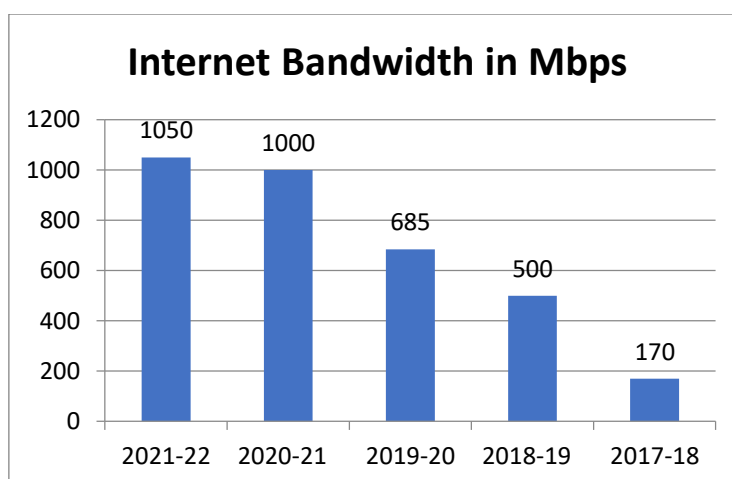


Figure 1: Last Five years CBIT Bandwidth details

Purchase Orders and Invoices



CHAITANYA BHARATHI
INSTITUTE OF TECHNOLOGY (A)

CBIT/PSD/121/2021-22

Date: 14.03.2022.

PURCHASE ORDER

To,
M/s. Pioneer Elabs Limited
3D, Samrat Commercial Complex,
Saifabad, Hyderabad - 500 004.
Ph: 9989886227, email: ashok.e@pol.net.in

Sir,

Sub: - CBIT – Renewal of Internet Leased Line Bandwidth Connection– Reg.
Ref: - Your Quotation No. PEL/TS/0001 dated 05.02.2022.
Minutes of the 24th D&P Meeting held on 04.03.2022.

With reference to your quotation cited above and based on further negotiations held on 04.03.2022, we are pleased to place our order for Renewal of Dedicated 1:1 Full duplex Internet Leased line connectivity; 32 IPs and additional 24 IPs; for one year from 12.03.2022 to 11.03.2023 to CBIT as per terms and conditions given hereunder:

| S.No | Description | Total Amount in Rs. |
|------|---|---------------------|
| 1 | Dedicated 1:1 Full Duplex, 1050MBPS Internet Leased line connectivity with 32 Pool IPs and additional 24 IPs; One year subscription | 17,00,000 |
| | Add: GST@18% | 3,06,000 |
| | TOTAL | 20,06,000 |

Terms and Conditions:

- To be connected at CBIT , Gandipet.
- Backup line is to be provided and a standby - RF Connectivity for 1050 MBPS is to be provided in case the main loop fails.
- Additional static IPs are to be provided as and when required per the requirement.
- 10 MBPS buffering over and above 1050 MBPS to be provided.
- Internet charges payable quarterly subject to provision of bandwidth to full extent. Bill to be submitted in triplicate after completion of quarter.
- During Online Examinations, events more bandwidth is to be provided, since online examinations are conducted regularly there should not be any interruptions or break downs in the Internet connectivity.
- Court jurisdiction at Hyderabad.

Note: Our GST No. 36AABTC1906A1ZG

For Chaitanya Bharathi Institute of Technology

PRESIDENT

Chaitanya Bharathi Institute of Technology (A)
Chaitanya Bharathi (PO), Kokapet (V), Gandipet (M),
Ranga Reddy District, Hyderabad - 500 075, Telangana, India
040-24193276, 79, 80
principal@cbit.ac.in www.cbit.ac.in



4.3.3 Bandwidth Details

TAX INVOICE

| | | | | |
|--|--|------------------------------------|----------------------------|--|
| Pioneer Elabs Limited - ISP - (2018-20) Pioneer Towers, 7th Floor, Plot.No:16, APIIC Madhapur, Hitech City, Hyderabad - 500081 Tel: 040 - 42030659 / 673 / 667 ISP Division GSTIN:36AACCP0461F1ZR State Name : , Code : | | Invoice No. TSJUN22280 | Dated 1-Jun-2022 | |
| | | Delivery Note | Mode/Terms of Payment | |
| | | Supplier's Ref. | Other Reference(s) | |
| Buyer Chaitanya Bharathi Institute of Technology Chaitanya Bharathi P.O. CBIT Campur, Gandipet, Kokape (V), Hyderabad-500075 GSTIN/UIN : 36AABTC1906A1ZG | | Buyer's Order No. | Dated | |
| | | Due Date : 10th of Month | | |
| | | Terms of Delivery | | |

| Sl No. | Particulars | HSN/SAC | Quantity | Rate | per | Amount |
|--------|---|---------|----------|------|-----|------------------------|
| | <i>Internet Access Services in Wired and Wireless Mode (SAC.998422)</i> | | | | | 4,25,000.00 |
| | <i>CGST Output 9% TS(2021-2022)</i> | | | | | 38,250.00 |
| | <i>SGST Output 9% TS(2021-2022)</i> | | | | | 38,250.00 |
| | Total | | | | | Rs. 5,01,500.00 |

| | |
|--|---|
| Amount Chargeable (in words) Indian Rupees Five Lakh One Thousand Five Hundred Only Remarks: Being invoice raised for sale of bandwidth 1050 Mbps for the period of 12.06.22 to 11.09.22 Location: Gandipet Company's Service Tax No. : AACCP0461FST001 Company's PAN : AACCP0461F | E. & O.E for Pioneer Elabs Limited - ISP - (2018-20) Authorised Signatory |
|--|---|

Note : Please refer the Invoice No's against RTGS Payment.

Declaration :

1) Internet Access Services in Wired and Wireless Mode - SAC.998422 .

2) IGST Exempted as per SEZ Norms 2) Supply to SEZ Unit / Developer for Authorized Operation Unit

Under

LUT No / ARN No.AD3603190037170 Date of Filing:28-03-2019

This is a Computer Generated Invoice


User Name : chetana.reddy@pioneerelabs.com

4.3.3 Bandwidth Details

TAX INVOICE

| | | | | | |
|--|--|--|--|--|---------------------------------------|
| Pioneer Elabs Limited - ISP - (2018-20) Pioneer Towers, 7th Floor, Plot.No:16, APIIC Madhapur, Hitech City, Hyderabad - 500081 Tel: 040 - 42030659 / 673 / 667 ISP Division GSTIN:36AACCP0461F1ZR State Name : , Code : | | | | Invoice No. TSMAR22226 | Dated 1-Mar-2022 |
| Buyer Chaitanya Bharathi Institute of Technology Chaitanya Bharathi P.O. CBIT Campur, Gandipet, Kokape (V), Hyderabad-500075 GSTIN/UIN : 36AABTC1906A1ZG | | | | Delivery Note Mode/Terms of Payment | Supplier's Ref. Other Reference(s) |
| Due Date : 10th of Every Month | | | | Terms of Delivery | |
| Buyer's Order No. | | | | Dated | |

| Sl No. | Particulars | HSN/SAC | Quantity | Rate | per | Amount |
|--------------|---|---------|----------|------|-----|------------------------|
| | Internet Access Services in Wired and Wireless Mode (SAC.998422) | | | | | 4,25,000.00 |
| | CGST Output 9% TS(2021-2022) | | | | | 38,250.00 |
| | SGST Output 9% TS(2021-2022) | | | | | 38,250.00 |
| Total | | | | | | Rs. 5,01,500.00 |

| | |
|--|---|
| Amount Chargeable (in words) Indian Rupees Five Lakh One Thousand Five Hundred Only Remarks: Being invoice raised for sale of bandwidth 1050 Mbps for the period of 12.03.22 to 11.06.22 Location: Gandipet Company's Service Tax No. : AACCP0461FST001 Company's PAN : AACCP0461F | E. & O.E for Pioneer Elabs Limited - ISP - (2018-20) <div style="text-align: center;">  Authorised Signatory </div> |
|--|---|

Note : Please refer the Invoice No's against RTGS Payment.

Declaration :

1) Internet Access Services in Wired and Wireless Mode - SAC.998422 .

2) IGST Exempted as per SEZ Noms 2) Supply to SEZ Unit / Developer for Authorized Operation Unit

Under

LUT No / ARN No.AD3603190037170 Date of Fling:28-03-2019

This is a Computer Generated Invoice

User Name : chetana.reddy@pioneerelabs.com



CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY (A)

CBIT/PSD/96 /2020-21

Date: 12.03.2021

PURCHASE ORDER

To,
M/s. Pioneer Elabs Limited
3D, Samrat Commercial Complex,
Saifabad, Hyderabad-500 004,
Ph: 9000478147.

Sir,
Sub:- CBIT – Renewal of Internet Connection – Reg .
Ref:- (i) Your Quotation No. BEL/TS/0001-1-0 dated: 09.02.2021
(ii) Minutes of the 17th D&P Meeting held on 20.02.2021
* * *

With reference to your Quotation cited above, and based on further negotiations we had with you on 20.02.2021, we are pleased to place our order for Renewal of Dedicated 1:1 Full duplex Internet Leased Line connectivity; 48 IPs; for one year 12.03.2021 to 11.03.2022 to CBIT as per terms and conditions given hereunder:

| Sl.No. | Description | Total Price |
|--------|--|------------------|
| 1 | Dedicated 1:1 Full Duplex, 1000 Mbps Internet Leased Line Connectivity; 48 IPs; one year subscription, | 22,50,000 |
| | TOTAL (Including 18% GST) | 22,50,000 |

Terms and Conditions:

1. To be connected at CBIT, Gandipet.
2. Backup line is to be provided and a Standby – RF connectivity for 1000 MBPS is to be provided in case the main loop fails.
3. Additional static IP's are to be provided as and when required per the requirement
4. 10 MBPS buffering over and above 1000 Mbps to be provided.
5. Internet charges payable quarterly subject to provision of bandwidth to full extent. Bill to be submitted in triplicate after completion of every quarter.
6. A technical person from Pioneer E-Labs shall visit / monitor regularly to ensure proper working of the Internet Connection and a contact person shall attend to our complaints immediately.
7. During Online Examinations, events more bandwidth is to be provided, since online examinations are conducted regularly, there should not be any interruptions or break downs in the Internet connectivity.
8. Court Jurisdiction at Hyderabad.

Note: Our GST.No. 36AABTC1906A1ZG

For Chaitanya Bharathi Institute of Technology

Mahamud Ravi
PRESIDENT
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Chaitanya Bharathi Institute of Technology (A)
Chaitanya Bharathi (PO), Kokapet (V), Gandipet (M),
Ranga Reddy District, Hyderabad - 500 075, Telangana, India
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✉ principal@cbil.ac.in www.cbil.ac.in



CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY (A)

CBIT/PSD/28/2020-21

PURCHASE ORDER

Dated: 12.11.2020

To,
M/s. Pioneer Elabs Limited
 3D, Samrat Commercial Complex,
 Saifabad, Hyderabad - 500 004.
 Ph: 9989886227, email: ashok.e@pol.net.in

Sir,

Sub:- CBIT – Renewal of Internet Connection– Reg.
 Ref:- Your Quotation No. PEL/TS/0001 1.0 dated 21.04.2020.

With reference to your Quotation cited above, and based on further negotiations we had with you on 11.11.2020, we are pleased to place our order for Renewal of Dedicated 1:1 Full duplex 580 MBPS Internet Leased line for four months from **12.11.2020 to 11.03.2021** to CBIT as per terms and conditions given hereunder:

| S.No | Description | Total Amount in Rs. |
|------|--|------------------------|
| 1 | Dedicated 1:1 Full Duplex 580 MBPS Internet Leased Line | 5,31,000 |
| | Add: GST@18% | included |
| | TOTAL | 5,31,000 |

Terms and Conditions:

- To be connected at CBIT, Gandipet.
- 10 MBPS buffering over and above 580 MBPS to be provided.
- Internet charges payable monthly subject to provision of bandwidth to full extent. Bill to be submitted in triplicate after completion of every month.
- Your Technical person shall visit our college regularly to ensure proper working of the Internet Connection. Since online Examinations are conducted regularly, there should not be any interruptions or break downs in the Internet connectivity. In this regard if any problem arises, immediate action should be taken to restore connection. A contact person shall be designated by Pioneer Elabs Limited to attend to our complaints immediately.
- Court jurisdiction at Hyderabad.

Note: Our GST No. 36AABTC1906A1ZG

For Chaitanya Bharathi Institute of Technology

PRESIDENT

Chaitanya Bharathi Institute of Technology (A)
 Chaitanya Bharathi (PO), Kokapet (V), Gandipet (M),
 Ranga Reddy District, Hyderabad - 500 075, Telangana, India
 040-24193276, 79, 80
 principal@cbit.ac.in www.cbit.ac.in





CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY (A)

CBIT/PSD/CSE/163/2019-20

Dated: 28.02.2020.

WORK ORDER

To,
M/s. Rohan Media Pvt. Ltd.,
 Flat no 301, Land Mark Apartment, Narasingi,
 Rajendera nagar, Hyderabad – 500075, Mobile : 9581999882
 Sir,

Sub:- CBIT- Annual Maintenance Contract for Standby Internet – Reg.
 Ref:- Your Quotation dated : 18.07.2019.

With reference to the Quotation cited above and based on the further negotiation we had with you on 25.01.2020, we are pleased to place our order for issue of Annual Maintenance Contract for Standby Internet connectivity for CBIT as per the terms and conditions given below for a period of 15 months from 01.03.2020 to 31.05.2021.

| Sl.No. | Particulars | Amount Rs. |
|--------|--|-----------------|
| 1. | Annual Maintenance Contract for Dedicated 1:1 full Duplex Internet Leased Line Connectivity of 60 MBPS for a period of 15 months @ Rs.15,000/- per month(Inclusive of all taxes) | 2,25,000 |
| | Sub-total | 2,25,000 |
| | Add: GST-18% | included |
| | GRAND TOTAL | 2,25,000 |

Terms and Conditions:

- To be connected at CBIT, Gandipet.
- 10 MBPS buffering over and above 60 MBPS to be provided.
- Internet charges payable monthly subject to provision of bandwidth to full extent. Bill to be submitted in triplicate at the beginning of every month.
- Your Technical person shall visit our college regularly to ensure proper working of the Internet Connection. Since online Examinations are conducted regularly, there should not be any interruptions or break downs in the Internet connectivity. In this regard if any problem arises, immediate action should be taken to restore connection. A contact person shall be designated by you to attend to our complaints immediately.
- Court jurisdiction at Hyderabad.

Note: Our GST No. 36AABTC1906A1ZG

For Chaitanya Bharathi Institute of Technology

[Signature]
 PRESIDENT
[Signature]
 28/02/20

Chaitanya Bharathi Institute of Technology (A)
 Chaitanya Bharathi (PO), Kokapet (V), Gandipet (M),
 Ranga Reddy District, Hyderabad - 500 075, Telangana, India
 ☎ 040-24193276, 79, 80
 ✉ principal@cbit.ac.in • www.cbit.ac.in



CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY (A)

CBIT/PSD/ 64/2019-20

Dated: 20.09.2019

PURCHASE ORDER

To,
M/s. Pioneer Elabs Limited
 3D, Samrat Commercial Complex,
 Saifabad, Hyderabad - 500 004.
 Ph: 9989886227
 email: ashok.e@pol.net.in

Sir,

Sub:- CBIT – Renewal of Internet Connection– Reg.
 Ref:- Your Quotation No. PEL/TS/0001 1.0 dated 20.11.2018.

* * *

With reference to your Quotation cited above, and based on further negotiations we had with you on 26.06.2019, we are pleased to place our order for Renewal of Dedicated 1:1 Full duplex Internet Leased line of 170 MBPS for one year from **01.07.2019** to **31.07.2020** to CBIT as per terms and conditions given hereunder:

| S.No | Description | Total Amount in Rs. |
|------|--|---------------------|
| 1 | Dedicated 1:1 Full Duplex Internet Leased Line of 170 MBPS | 5,88,094 |
| | Add: GST@18% | 1,05,856 |
| | TOTAL | 6,93,950 |

Terms and Conditions:

- To be connected at CBIT , Gandipet.
- 10 MBPS buffering over and above 170 MBPS to be provided.
- Internet charges payable quarterly subject to provision of bandwidth to full extent. Bill to be submitted in triplicate after completion of quarter.
- Your Technical person shall visit our college regularly to ensure proper working of the Internet Connection. Since online Examinations are conducted regularly, there should not be any interruptions or break downs in the Internet connectivity. In this regard If any problem arises, immediate action should be taken to restore connection. A contact person shall be designated by Pioneer Elabs Limited to attend to our complaints immediately.
- Court jurisdiction at Hyderabad.

Note: Our GST No. 36AABTC1906A1ZG

For Chaitanya Bharathi Institute of Technology

PRESIDENT

20/9/19

Chaitanya Bharathi Institute of Technology (A)

Chaitanya Bharathi (P.O), Kokapet (V), Gandipet (M);
 Ranga Reddy District, Hyderabad - 500 075, Telangana, India

040-24193276, 79, 80

principal@cbit.ac.in www.cbit.ac.in





Chaitanya Bharathi Institute of TechnologyTM (Autonomous)

(Regd. No. 855/2009)

(Affiliated to O.U.; All U.G and 5 P.G. Programmes (Civil, CSE, ECE, Mech. & EEE) Accredited by NBA; Accredited by NAAC (UGC); ISO Certified 9001 : 2008)

Chaitanya Bharathi P.O., CBIT Campus, Gandipet, Kokapet (V),
Gandipet Mandal, Ranga Reddy District, Hyderabad - 500 075, Telangana

e-mail : principal@cbit.ac.in; Website: www.cbit.ac.in ☎ : 040 - 24193276, 277, 280, Fax: 040 - 24193278



CBIT/Admn/CSE/ 19 /2017

Dated: 11.12.2017.

PURCHASE ORDER

To
M/s. Pioneer Elabs Limited
Plot No. 16, Software Units Layout,
Madhapur, Hyderabad - 81
Ph: 9989990665.

Sir,

Sub: - CBIT – Procurement of 205 MBPS Bandwidth 1:1 Leased line, dedicated local loop
Internet Connectivity to CBIT – Reg.

Ref: - (i) Your Quotation dated 15.10.2017.
(ii) Approval letter dated 09.12.2017.

With reference to your Quotation cited above and based on further negotiations held with you on 22.11.2017, we are pleased to place our order for procurement of Dedicated 1:1 Full duplex Internet Leased line of 205 MBPS for one year from 01.12.2017 to 30.11.2018, as per terms and conditions given here under:

| S.No. | Item Description | Amount in Rs. |
|-------|--|---------------------|
| 1. | Dedicated 1:1 Full Duplex Internet Leased Line of 205 MBPS | 11,16,000.00 |
| | Add: GST@18% | 2,00,880.00 |
| | Total (Inclusive of all Taxes) | 13,16,880.00 |

Terms and Conditions:

- To be connected at CBIT , Gandipet.
- 10 MBPS buffering over and above 205 MBPS to be provided.
- Internet charges payable quarterly subject to provision of bandwidth to full extent. Bill to be submitted in triplicate after completion of quarter.
- Your Technical person shall visit our college regularly to ensure proper working of the Internet Connection. Since online Examinations are conducted regularly, there should not be any interruptions or break downs in the Internet connectivity. In this regard If any problem arises, immediate action should be taken to restore connection. A contact person shall be designated by Pioneer Elabs Limited to attend to our complaints immediately.
- Court jurisdiction at Hyderabad.

For Chaitanya Bharathi Institute of Technology

Malakonda Reddy
(Dr.V.MALAKONDA REDDY)
PRESIDENT

Copy to:

- The Heads, CSE & IT.
- Accounts Section.
- Master File.

PO File
my
14/12

Internet Bandwidth Details

4.3.3 Bandwidth Details


**CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY (AUTONOMOUS),
HYDERABAD-75**

INTERNET BANDWIDTH DETAILS

Table 2: Department-wise Computers and other ICT Tools

| Sno | Year | Bandwidth (Mbps) | No. of ISPs | ISPs |
|-----|---------|------------------|-------------|---|
| 1 | 2021-22 | 1050 | 1 | Poioneer eLabs Ltd., Hyd |
| 2 | 2020-21 | 1000 | 2 | Poioneer eLabs Ltd., Hyd, Rohan Communication |
| 3 | 2019-20 | 685 | 2 | Poioneer eLabs Ltd., Hyd, Rohan Communication |
| 4 | 2018-19 | 500 | 1 | Poioneer eLabs Ltd., Hyd |
| 5 | 2017-18 | 170 | 1 | Poioneer eLabs Ltd., Hyd |


Mr. E Sanjeeva Reddy
System Engineer


Prof. M Swamy Das
Joint Director-Academics (Informatics)


PRINCIPAL

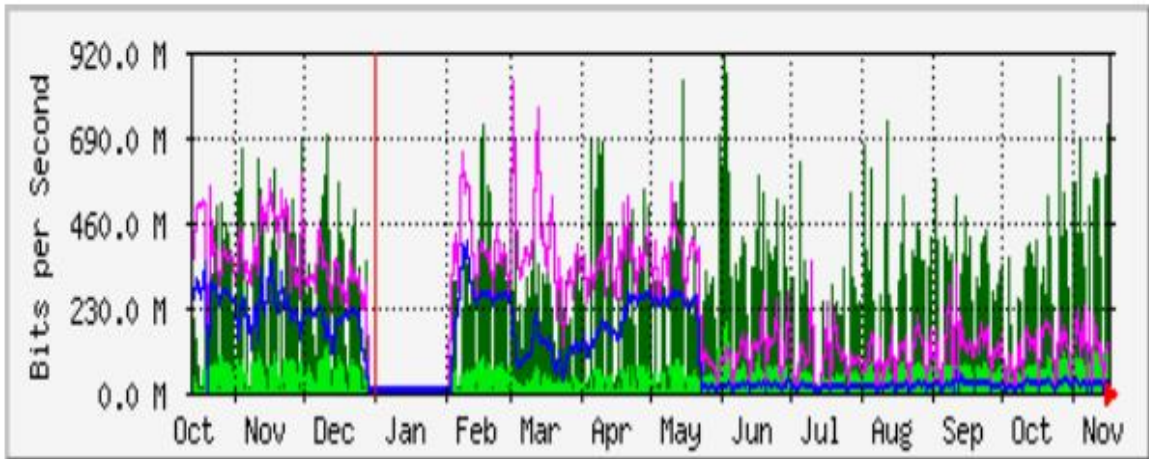


CBIT Internet Traffic Analysis Graph (Oct 2021 to Nov 2022)

Traffic Analysis for Chaitanya-Bharathi-(CBIT)-ISP

Maintainer: Poineer Elabs
 Description: GigabitEthernet0/0/1 ##### Chaitanya-Bharathi-(CBIT)-ISP #####
 ifName: GigabitEthernet0/0/1
 Max Speed: 1050.0 Mbits/s

Yearly' Graph (1 Day Average)

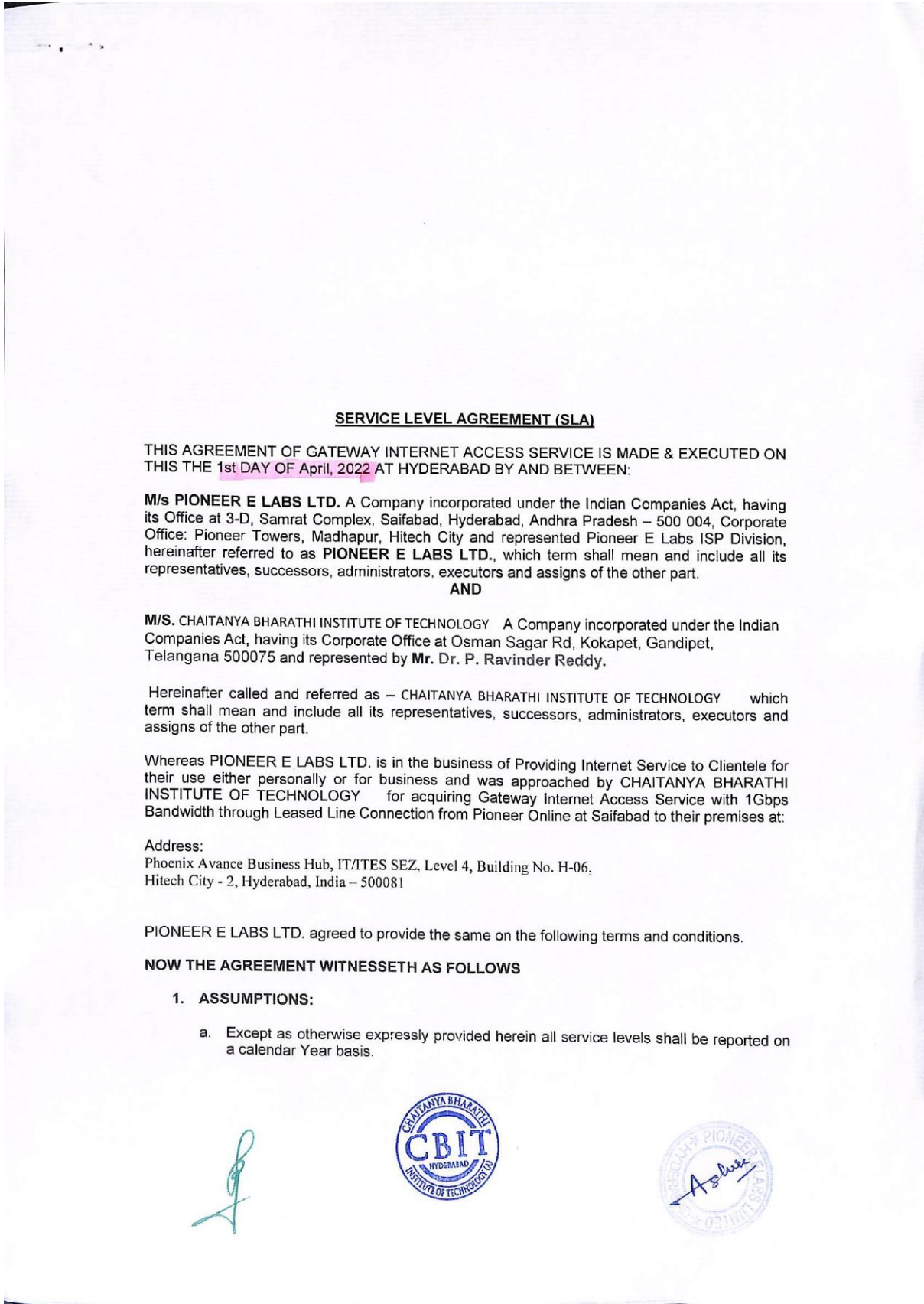


| | Max | Average | Current |
|-------------|-----------------------|-----------------------|---------------------|
| In: | 904.7 Mbits/s (90.5%) | 45.1 Mbits/s (4.5%) | 92.3 Mbits/s (9.2%) |
| Out: | 830.3 Mbits/s (83.0%) | 100.5 Mbits/s (10.0%) | 17.8 Mbits/s (1.8%) |

GREEN ### Incoming Traffic in Bits per Second
BLUE ### Outgoing Traffic in Bits per Second
DARK GREEN ### Maximal 5 Minute Incoming Traffic
VIOLET ### Maximal 5 Minute Outgoing Traffic



Service Level Agreement (SLA)



SERVICE LEVEL AGREEMENT (SLA)

THIS AGREEMENT OF GATEWAY INTERNET ACCESS SERVICE IS MADE & EXECUTED ON THIS THE 1st DAY OF April, 2022 AT HYDERABAD BY AND BETWEEN:

M/s PIONEER E LABS LTD. A Company incorporated under the Indian Companies Act, having its Office at 3-D, Samrat Complex, Saifabad, Hyderabad, Andhra Pradesh – 500 004, Corporate Office: Pioneer Towers, Madhapur, Hitech City and represented Pioneer E Labs ISP Division, hereinafter referred to as **PIONEER E LABS LTD.**, which term shall mean and include all its representatives, successors, administrators, executors and assigns of the other part.

AND

M/S. CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY A Company incorporated under the Indian Companies Act, having its Corporate Office at Osman Sagar Rd, Kokapet, Gandipet, Telangana 500075 and represented by **Mr. Dr. P. Ravinder Reddy**.

Hereinafter called and referred as – **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** which term shall mean and include all its representatives, successors, administrators, executors and assigns of the other part.

Whereas **PIONEER E LABS LTD.** is in the business of Providing Internet Service to Clientele for their use either personally or for business and was approached by **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** for acquiring Gateway Internet Access Service with 1Gbps Bandwidth through Leased Line Connection from Pioneer Online at Saifabad to their premises at:

Address:
Phoenix Avance Business Hub, IT/ITES SEZ, Level 4, Building No. H-06,
Hitech City - 2, Hyderabad, India – 500081

PIONEER E LABS LTD. agreed to provide the same on the following terms and conditions.

NOW THE AGREEMENT WITNESSETH AS FOLLOWS

1. ASSUMPTIONS:

- a. Except as otherwise expressly provided herein all service levels shall be reported on a calendar Year basis.



4.3.3 Bandwidth Details

- b. All references to the time shall be under Indian Standard time (IST) and all references to Days and months shall be based on the calendar year.
- c. The term "network" defined in this document shall extend to all links responsible for providing access to the PIONEER E LABS LTD.

2. CUSTOMER END EQUIPMENT:

- a. Modem(s)
- b. Router
- c. Media Converter (MC)
- d. Fiber Cable
- e. Other Accessories Like Cables, connectors, Adaptors etc.

3. GENERAL TERMS AND CONDITIONS:

- a. PIONEER E LABS LTD. will establish the link once the physical local loop is ready at both CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY end and PIONEER E LABS LTD.'s End.
- b. PIONEER E LABS LTD. will be responsible to establish the link up to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY end router only, subject to working condition of supplied hardware.
- c. Whenever physical Loop is down, PIONEER E LABS LTD. shall take co-ordination of the medium (LL/MLLN/OFC/RF) including the installation and maintenance of the same for the entire duration of subscription services.
- d. Necessary uninterrupted Power & Earthing will be at the CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY .
- e. The Provided Internet Leased line services shall be used as per the guidelines of Ministry of Telecommunications, Govt. of India, and New Delhi. Any unauthorized service is strictly prohibited.
- f. This service agreement is for a minimum period of One Year.
- g. Both the parties shall give 30 days prior notice in writing of its intention to terminate the agreement with reasons in connection there with.

4. PAYMENT TERMS & CONDITIONS:

Bandwidth Capacity: 1050Mbps
Bandwidth charges: Rs.17,00,000+GST Per Annum.
Installation Charges: Rs.---

Hardware supplied by PIONEER E LABS LTD.:

Deposit Amount:

- a. CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY shall pay an amount of Rs.17,00,000 for 1050Mbps Internet access to PIONEER E LABS LTD. on or before 10th against the invoice for the current Month. PIONEER E LABS LTD. agrees to provide /29 public IPs (Static IPs) as a part of GAIS subscription service to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY.
- #### 5. OPERATIONS:
- a. PIONEER E LABS LTD. will not be responsible for internal network configuration or Intranet set-ups on the CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY .



4.3.3 Bandwidth Details

- b. Site preparation to provide the environment for operating the products supplied is the responsibility of the CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY including UPS.
- c. All other accessories to be provided by the CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY.

6. PERFORMANCE GUARANTEES:

6.1 Network / Service availability Guarantee:

- a. PIONEER E LABS LTD. agrees to provide the service to the best of its capabilities and agrees to provide assistance for technical problems 24hrs a day and 7 days a week, with a **99.95%** uptime failing which will be treated as a service outage. **However, PIONEER E LABS LTD. will not be able to provide the above said service in case of extraneous conditions or Force Majeure mentioned herein below.**
- b. Network availability is measured at the router port of **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** to Pioneer online Router port. The procedure utilized by PIONEER E LABS LTD. in obtaining this measurement is an analysis of the number of hours in a particular calendar year that the service or appropriate back up is available. The measurement period for network availability will be on a yearly basis.
- c.

For the purposes of this measurement "Network non – availability" or "service outage" constitutes any period of time during which the network is unable to transfer data to or from the node.

The outage credit formula, credit for service outage of twenty-four hours (24 Hrs) or less will be provided as follows:

| SI No | Length of Service Outage | Amount of Credit |
|-------|---|------------------|
| 1 | Less than 3Hr | Nil |
| 2 | 3 Hr up to but not including 5 Hrs | 6 Hours |
| 3 | 5 Hr up to but not including 10 Hrs | 12 Hours |
| 4 | 10 Hr up to but not including 15 Hrs | 1 day |
| 5 | 15 Hr up to but not including 20 Hrs | 2 days |
| 6 | 20 Hr up to but not including 24 Hrs | 3 days |

No credit shall be made for a service outage less than 1 Hr per day, provided however that three or more service outages of less than 1 hr occurring in a single day shall be considered to be a service outage of 1 Hr up to but not including 5 Hrs as used herein, The day shall mean a 24Hrs period commencing at 12:00 Mid-Night IST.

- d. If the said Service is down then PIONEER E LABS LTD. shall provide a back-up line subject to as a Redundancy line to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY end site ready for the same. If the service is down for 7 working days continuously, then CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY have right to terminate the agreement.

6.2 Throughputs:



4.3.3 Bandwidth Details

- a. Throughputs: 1050Mbps Committed Bandwidth from PIONEER E LABS LTD. router port, to M/s. CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY Port router/Switch/MC is through Leased Circuit/OFC
- b. PIONEER E LABS LTD. guarantees a Committed Access Rate of **99.5%** of the promised one to Hitech City - 2, Hyderabad, India – 500081, on the PIONEER E LABS LTD. Network, for the time that the circuit is available to **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY**. Effectively, throughput commitments would be valid for **99.5%** of the committed network uptime as provided in clause 6.a above: If the OFC links fails PIONEER E LABS LTD. will take the immediate action on this, after log in the complaint in Customer Care Department (CC).

If PIONEER E LABS LTD. does not meet its commitment, as mentioned above in clauses 6.a.b, **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** would be entitled to the following credit:

- c. Throughput measurements shall not include periods of non-availability resulting in whole or in part from one or more of the following causes:
 - Interruptions caused by the negligence on the part of **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** its contractors, any local access provider or any other entity over which **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** exercises control or has the right to exercise control.
 - Interruptions due to failure of power, equipment, service or systems not provided by Pioneer E Labs Ltd.
 - Interruptions during any period in which PIONEER E LABS LTD. or its agents are not afforded access to the premises where the access lines associated with **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** service are terminated.
 - Interruptions during any period when **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** has released service to PIONEER E LABS LTD. for maintenance or rearrangement purpose or for the installation of a customer service order.
 - An interruption during any period when **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** elects not to release the service for testing and / or repair and continues to use it on an impaired basis.
 - Scheduled maintenance Interruptions and outages.
 - During periods in which a major Network component (e.g. Backbone link or gateway switch) is not functioning and the Network is in an emergency reroute configuration.
 - Force Majeure events beyond the reasonable control of PIONEER E LABS LTD. including, but not limited to acts of nature, government regulation, national emergency, failure of power, system failure or service not supplied by PIONEER E LABS LTD..
 - Packets dropped at the infrastructure egress due to improper customer specifications of customer port speeds.
 - Interruption due to any of the teleport is down other than Our Service Provider.

7. NETWORK:

The connectivity to the Internet would be routed with the **99.5%** Committed Access Rate.



8. CUSTOMER SUPPORT:

- a. PIONEER E LABS LTD. shall provide a register to register the queries / complaints logged in by CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY .
- b. CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY Shall provide to PIONEER E LABS LTD, a list of its personnel, authorized to log queries and complaints, related to the services extended to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY .
- c. CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY shall be provided with a compliant registration number. Upon suitable verification by PIONEER E LABS LTD. support personnel of the Interruption of services to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY .
- d. PIONEER E LABS LTD. personnel shall undertake all steps required to restore services to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY .
- e. The complaint registration number shall be close after, suitable acceptance, by CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY personnel of the restoration of services to their satisfaction.
- f. The service provider has 24/7 supports CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY through the Help Desk functioning and this would be a single point contact for all problem and queries.
- g. 100% of the time, telephonic support will be available to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY within one hour from the complaint lodging, PIONEER E LABS LTD. Customer support personal will try to provide the solution after analyzing the problem.
- h. 75% of the time, on- site support will be available to CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY within four hours, subject to working hours.

9. STATUTORY COMPLIANCE:

CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY is required to fully comply with the provisions of Indian Telegraph Act, Terms & conditions of ISP License agreement and telegraph rules made there under and any other relevant statutory acts / laws as applicable and any amendments or replacements made thereto from time to time.

10. LIABILITY:

PIONEER E LABS LTD. shall not be a party to any transaction including, without limitation for goods, service and or third party content, between the third party content provider, etc and CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY .

CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY assumes total responsibility and risk for use of the Gateway Internet Access Services. Neither nor its affiliates make any express or implied warranties, representations or endorsements whatsoever (including without limitations warranties of title or non-infringement, or the implied warranties of merchantability or fitness for a particular purpose) with regard to any merchandise, information or service provided through the Internet, and they shall not be liable for any cost or damage arising either directly or indirectly from any such transaction. It is solely CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY responsibility to evaluate the accuracy and completeness and usefulness of all opinions, advice, services, and other information and the quality and merchantability of all merchandise, provided through the service or Internet generally.

CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY understands generally that the Internet companies unedited materials some of which are sexually explicit or may be offensive to some people. CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY



4.3.3 Bandwidth Details

accesses such materials at their own risk. PIONEER E LABS LTD. has no control over and accepts no responsibility whatsoever for such materials.

CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY is required to desist from putting unsolicited messaging on server hosted at premises. **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** is required to ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not made by him or any other person on the web server or web space of the **CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY** .

11. FORCE MAJEURE:

- a. Neither party will be liable if at any time, during the continuance of Gateway Internet Access Services, the performance in whole or part, of any obligation under it shall be prevented or delayed by reason of war, hostility, acts of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic quarantine restriction, strikes, lockouts, or act of GOD etc.
- b. The parties unable to fulfill its obligations due to Force Majeure will immediately notify the other in writing of the reasons for its failure to fulfill its obligations and the effect of such failure. Use all responsible endeavors to avoid or remove the cause and perform its obligations. The obligations of either party would have to be fulfilled once the disabling conditions (which had prevented the fulfillment of obligations under the Force Majeure clause) are no longer existence.

12. JURISDICTION:

Both the parties to the agreement hereby agree that the courts at Hyderabad shall alone have jurisdiction to deal with any matters or claims arising out of this agreement.

I/WE have carefully read the terms and conditions of the agreement and technical specification of Gateway Internet Access services and agree to abide the same.

For Pioneer E Labs Ltd.
OF TECHNOLOGY

For CHAITANYA BHARATHI INSTITUTE



Mr. Ashok
(Sr Manager- ISP Division)

