

F/X WIRELESS

Technology Solutions Private Ltd.
Wireless ISP > Hot Spots > Hot Zones

Document for Broadband Internet Service Level Agreement (SLA) by F/X Wireless Technology Solutions Pvt. Ltd with Thadomal Shahani Engineering College made effective on 1st January, 2021

❖ Executive Summary

This document is a proposal from F/X Wireless to Thadomal Shahani Engineering College, provide reliable & scalable Internet Bandwidth of (1:1) configuration. F/X Wireless proposes a solution that will meet Thadomal Shahani Engineering College connectivity with following highlights of the network architecture.

❖ Highlights of F/X Wireless Network

- **Separate Network for internet:** Routers connected using separate physical connectivity of 10G Links. Two Gateway to upstream at Mumbai & Chennai, thereby giving resilient
- **Upstream connectivity:** Terabytes of capacity on domestic & global path to ensure congestion free network.
- **End-to-end (customer premise to core) Connectivity:** We provide end to end connectivity with self-healing ring topology that provides easy to Scale bandwidth from 1Meg to Gigabit.
- **Support by Network Operation Center (NoC):** The primary NoC at Bandra (w) Mumbai is fully backed up by a redundant NoC at Bandra (w) Both NoCs support 24x7 operations.
- **Dedicated account manager and single point of contact** to managed and meet the expectation & requirements of Thadomal Shahani Engineering College



Provision of Services:

Services mentioned above would be provided by F/X Wireless Technology Solutions Pvt,Ltd Customer shall enter into contractual arrangements with F/X Wireless in respect of the same.

Taxes & Duties:

The tariffs mentioned above are exclusive of Service tax, sales tax and any current and future turnover related or any other taxes / duties applicable in India which shall be charged at actual to the Customers.

Period of Contract:

The term of the contract provided herein above shall be the minimum committed subscription period for Services.

Tariff:

The Tariff Charges as provided above, shall be applicable for entire term of the contract.

Payment Terms:

One Time Charges: One-time charges are inter alia the nature of testing / commissioning / installation charges and shall be payable at the time of order placement / modification / installation for the respective link, as applicable. The order would be placed along with Bandwidth details on the name of F/X Wireless Technology Solutions Pvt. Ltd
Recurring Charges: Recurring charges shall be payable quarterly in advance. Customer shall make the payment on or before the due date. Late payment fee @ 2.50 % per month shall apply if the payment is not made by the due date.

Validity of Proposal:

This proposal is valid for a period of 30 days from the date of the Proposal, unless F/X Wireless Technology Solutions Pvt.Ltd agrees in writing to extend the same.

Customer Duties and Obligations related services:

- **Proactive and Responsive Customer Care**

F/X Wireless mission is to bring unique value to our Customers by revolutionizing the user's experience like never before. As part of this vision F/X Wireless has established 24/7 Customer Interaction Center providing easy access to customers via – -Telephone

- E-mail

F/X Wireless Customer Interaction Center services are as follows:

Helpdesk – F/X Wireless offers 24/7 supports for its complete service offering to Corporate Customers.

Customer Care – F/X Wireless Customer Care Center provides online support to Customer queries and will resolve Customer complaints and faults with in the time frame commitment in the SLA.

Sales Support – Corporate Customers will receive sales support from Customer Interaction Centre on all F/X Wireless service offerings.

- ❖ **Commercial**

The terms and conditions stated in this Commercial Proposal are the essential conditions under which F/X Wireless is willing to provide the Services.

Service Proposed: Dedicated Internet Bandwidth

Service Activation Date	Within 3 to 4 working weeks from the date of signing and acceptance of CAF or issuance of the purchase order by the Customer, which ever is earlier.
Term of Contract	12 months
Provisioning Entity	Service shall be provisioned by F/X Wireless Technology Solutions Pvt.Ltd



End-to-End Network Management – Centralised Network Management system deployed by F/X Wireless is capable of monitoring all the network elements that go into provisioning of services. This capability allows F/X Wireless to take proactive approach in fault reporting and remedial action.

❖ Why F/X Wireless

- **Coverage and Licenses**

F/X Wireless has obtained unified service license for Mumbai from government and leading Telcos to be operated with internet service providers norms. F/X Wireless is also licensed to operate F/X Wireless is the only competitive service provider capable of fulfilling All Internet related needs on its fully owned end-to-end carrier grade network.

- **Future Proof Network**

F/X Wireless has deployed latest and world-class 'Optical - Wireless' technologies in building the most advanced communication network in the Mumbai.

- **One Stop Shop**

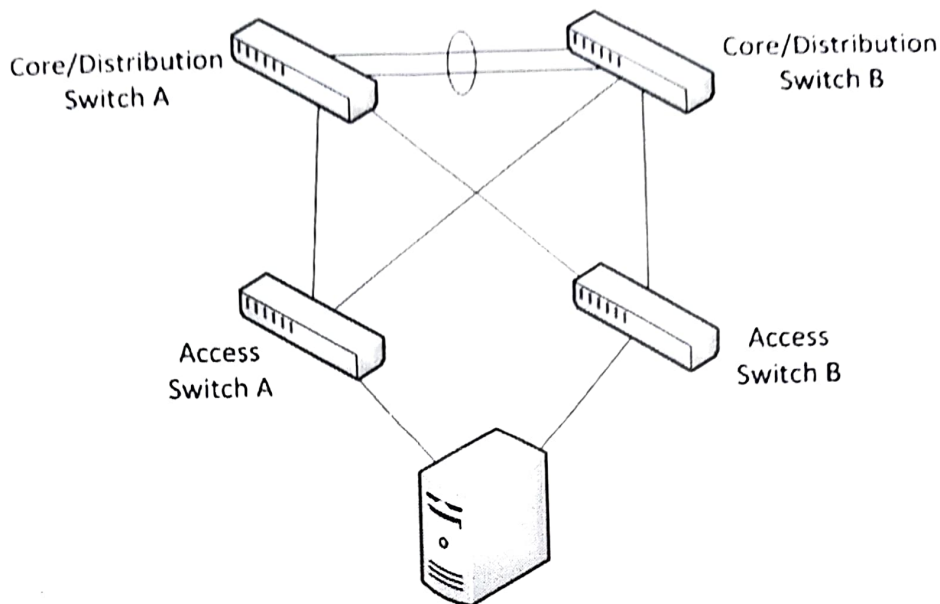
F/X Wireless offers a comprehensive range of product and services to meet varied connectivity needs by offering integrated end-to-end solutions using cross spectrum Communications product and services at an affordable price. Since F/X Wireless owns the entire service value chain, we are better equipped to offer:

- Easy to manage network
- Enhanced Quality of Service
- Enhanced Security
- Better network integration
- Improved coverage

- **Dedicated Account Management**

F/X Wireless dedicated account management team acts as your single point of contact for all your Internet service requirements right through identification, ordering, implementation, operations and billing.





❖ Value Proposition of F/X Wireless Technology Solutions Pvt.Ltd

Coverage – Customer can benefit from F/X Wireless Mumbai network coverage to extend connectivity to prominent locations. This network is owned and operated by F/X Wireless. No other service provider in the Mumbai is in a position to provide and maintain end-to-end services without being dependent on other service provider(s).

End-to-End Fiber Connectivity – F/X Wireless is deploying end-to-end Broadband Line network on optical fiber. Local access to a large number of customer buildings is being provisioned through Fiber-to-the-Building (FTTB) architecture, wherein optical fiber is extended right up to the customer premises. Buildings in the vicinity are being connected through short lengths of copper cables averaging 100 meters including in building cabling, thus ensuring best performance and environmentally immune services.

Survivable Network Architecture – F/X Wireless network, end-to-end (from customer premises to the core), is based on self-healing survivable architecture and exploits the protection management offered by the latest optical transport technologies – SDH and DWDM, in the transport layer. Protection mechanisms used in the transport layer and the equipment layer prevent data loss in the event of cable cut or equipment failure, thus resulting in better uptime and providing reliability to the solution.

- **Construction Advantage of F/X Wireless Internet Service :** Variety of port speeds & Flavor available from 1Mbps to 1gbps.
- Bandwidth on demand available using F/X Wireless 95th percentile service.
- Single window for end to end network SLA.
- Unmatched backend capacity with Flag, Falcon networks owned and operated by F/X Wireless.

F/X Wireless looks forward to a long term, mutually beneficial relationship with Thadomal Shahani Engineering College

❖ **Customer Requirement**

Thadomal Shahani Engineering College Requires Internet connectivity at Mumbai location with Broadband configuration.

Customer Requirement for Internet Connection speed and connectivity

Link from	Link To	Connection Type	Bandwidth	Total no. of Connections
F/X Wireless Technology Solutions Pvt. Ltd	Thadomal Shahani Engineering College	1:8 Fiber Optic Broadband	25 Mbps Per Connection	15 * 25 Mbps

Service provider will be responsible for installation, commissioning and configuring of link.

❖ **Proposed Solution**

F/X Wireless proposes dedicated 25 Mbps Broadband Bandwidth for Thadomal Shahani Engineering College

F/x Wireless will pull the Fiber Optic internet link from nearest POP/ MUX/MEN switch to customer location and configure the internet link. provided. SLA Type : Standard



TARIFF FOR LINKS

Internet Charges (Budgetary)

Location	Bandwidth and capacity	Compression Ratio	Total no. of Connections	No. of Static Address Reservations for Annual Packages	One-time installation charges	Annual Recurring Charges per connection
Thadomal Shahani Engineering College Bandra, Mumbai	25Mbps (per connection)	Fiber Optic Broadband 1:8	15	2	Not Applicable	Rs12000/+ 18%GST

Note:

- For every additional IP block, additional charges are Rs. 8000 p.a. for a block of 8 IP addresses.
- Customer may be required to furnish such additional information as may be required by APNIC for allotting additional IP addresses.
- The connectivity shall be terminated on Customer Premise Equipment's (CPE) at customer premise.

Terms & Conditions:

The following terms shall be read in addition to and in conformity with the terms and conditions as per the Customer Application Form (CAF Terms and Condition). In the event of any conflict between the two, the CAF Terms and Conditions contained shall prevail over this proposal.



Customer shall grant, through a suitable right-of-way, permission to F/X Wireless for the installation of equipment in Customer's premises, including roof top space necessary for the provision of Services. Customer shall allow access at all reasonable times to employees / authorized representatives of F/X Wireless / its affiliates in the execution of their duty for the purpose of installation, configuration, maintenance, inspection or recovering such equipment. Other responsibilities of Customer shall be as per provisions normal for this kind of contract. F/X Wireless shall not be responsible for delay in commissioning of services on account of Customer's failure to provide appropriate infrastructure at all their sites.

Exit Policy:

1) Exit prior to service activation

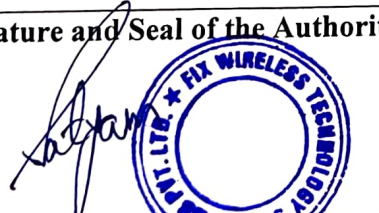
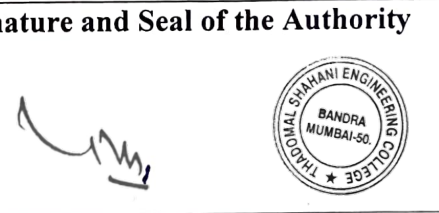
In case customer exits prior to service activation, there will be no refund of installation charge. Service rental, CPE rental received as advance from customer will be refunded.

2) Exit during Minimum contract period

In case customer exits after service activation date but prior to expiry of minimum service contract period, customer shall pay F/X Wireless in addition to any other outstanding invoices, unpaid charges for the balance contract period.

3) Exit after minimum contract service period

Customer can exit by giving one month's notice. Charges corresponding to month or quarter during which notice is served (inclusive of one-month notice period) will be charged.

Name of the Service Provider: F/X Wireless Technology Solutions Pvt. Ltd	Name of the Customer: Thadomal Shahani Engineering College
Name of Authorized Person:	Name of Authorized Person:
Signature and Seal of the Authority 	Signature and Seal of the Authority 

Dr. G. T. Thampi
PRINCIPAL
Thadomal Shahani Engineering College
Bandra (W), Mumbai - 400 050. Dated: 1st January, 2021

