

INET SERVICES PVT.LTD.

**Service Level Agreement (SLA)
For
Internet Services
With**

The Principal Of, Prof.Sambhajirao Kadam Collage ,Deur

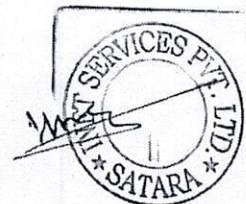
Service Level Agreement for Internet Brodband Line Services

This Services Level Agreement made this 1st ,Jan, 2023 to 31st Dec,2023

between

**INET SERVICES PVT.LTD , a company incorporated Companies having its registered office at
'At Post vaduth,Tal Dist- satara,415011**

(hereinafter referred to as iNET, 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

Prof.Sambhajirao Kadam Collage,Deur

having its registered office At Post Deur, Tal Koregoan, Dist Satara. carrying on business in India amongst other places at Satara (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 INET and / or the Customer or both.

Whereas

1. The Customer is desirous of availing of the Internet Leased Line service provided by iNET as stated above and wishes to engage the services of iNET in that behalf.
2. PPP This document below describes the Service Level Guarantee (SLG) between the Customer and iNET

**Service Level Guarantee (SLG)
INET SERVICES: INTERNET SERVICES**

iNET provides access to the INTERNET SERVICES in two flavors – Dedicated and Shared. These services are provisioned through iNET's robust backbone network and its structured peering with National and International. Customer desires to purchase such services from iNET to achieve better efficiency in its business environment. iNET guarantees its network performance for parameters of Availability, Packet Loss, Latency and MTTR for Dedicated and Shared Internet Services only as defined below. Please refer to **Annexure I** for definition of these network parameters.

1. Service Level Guarantee

a. Network & Service Availability

iNET guarantees average network availability per calendar month across the IP network (Internet) of iNET in accordance with the table below.

INET SERVICES(PoP to PoP)		
Parameter	Service Level	SLG Violation Trigger
Average Network Availability	99.00 %	Duration of Network unavailability exceeds 30 minutes continuously

2. Average Round Trip Delay (Latency)

iNET guarantees average time for a packet to transit from iNET's Router to Peering Router



at the foreign end and return within the Backbone Network as mentioned below:-

Description (For Dedicated Internet bandwidth)	Maximum Average Network Response Time
Average Round Trip Delay (Latency) to U.S.A.	<=325 msec
Average Round Trip Delay (Latency) to Singapore.	<=100 msec

* The latencies would be calculated by taking an average over a period of 1 month.

Description (For Shared Internet bandwidth)	Maximum Average Network Response Time
Average Round Trip Delay (Latency) to U.S.A.	<=350 msec
Average Round Trip Delay (Latency) to Singapore	<=110 msec

* The latencies would be calculated by taking an average over a period of 1 month.

3. Packet Delivery

iNET guarantees average packet delivery in accordance with the parameters identified in the table below for the selected class of service.

Description	Guaranteed Packet Delivery	SLG Violation Trigger
Backbone Network Packet Delivery	>=99%	Duration of packet loss exceeds 30 minutes continuously

*The packet loss would be calculated by taking an average over a period of 1 month.

4. Maximum Time to Respond/ Mean time to Resolve (MTTR)

The Maximum Time to respond for any problems reported on the INET backbone network and for local access is as per the table given below. The Mean Time to Resolve is for INET Backbone network only

Description	Maximum Time to Respond	Mean Time to Resolve
Backbone Network	30 Minutes	4 Hours
Last Mile Link *	2 Hours	5 Hours

Response time is the time taken to diagnose the problem and respond back to the customer.

* Depending upon nature of Fault INET SERVICES commits MTTR for Last Mile Link –

Nature of Fault	Mean Time to Resolve
Media Converter, Power Supply Adaptor, Pigtail Problem	2 Hours
Fiber Cutting, Cable fault or Wireless router, Antenna -require to replace OFC,	5 Hours



2 Service Credit Offered

- a. In the event that the link availability and service level is not in accordance with what is mentioned above, iNET shall offer service credit based on proportionate period of downtime as and when such instances arise and a claim is filed by the customer.
- b. Service extension credit in minutes shall be calculated in the following manner:

$$\frac{(\text{Committed Uptime \%} - \text{Link Availability \%}) \times \text{Total Link Time}}{100}$$

- c. Service Credits

Parameter	Service Level	Rebate (Hours) in terms of extension of Service
Degradation of Service	99.00 % - 98.50 %	1:1
	98.49 % - 98.00 %	1: 1.125
	Less than 98.00 %	1: 1.5

- 1:1 ratio shall mean that for every 1 hour of Degradation of Service, as measured by iNET's network, iNET will extend the service by 1 hour.
- 1:1.125 means for every 1 hour Degradation of Service, as measured by iNET system, iNET will extend the service by 1.125 hours.
- 1:1.5 would mean that for every 1 hour Degradation of Service, as measured by iNET system, iNET will extend the service by 1.5 hours.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed on the day, month and year first above written.

For and Behalf of
INET SERVICES

For and Behalf of
Company Name

Sign

: [Signature]

Sign

: [Signature]

Name

: **Dr. B. N. Bhosale**
Principal,

Name

: Hemant More

Designation

Prof. Sambhajirao Kadam College,
Deur, Tal. Koregaon, Dist. Satara.

Designation

: Director

Place

: Deur

Place

: Satara

25/12/2022

Seal of the Company

Seal of the Company



Annexure-I

1. Network and Service Availability/ Uptime (in %)

- a) Network availability is defined as being able to access the end-to-end link on the iNET SYSTEM. If the problem is in the iNET's network end, then this duration will be treated as outage.
- b) Link unavailability shall not include scheduled and preventive maintenance by iNET to the backbone network and last mile link. Link shall also not be considered to be unavailable for reasons attributable to:
 - i) Failure of customer's applications, equipment, or facilities
 - ii) Acts of omissions or commission of customer, or any use or user of the service by customer which are unauthorized under this agreement, or
 - iii) Period during customer was not available to confirm the service restoration status after fault has been rectified by iNET SYSTEM.
 - iv) Time taken by customer for confirming the service restoration after notification by iNET about the fault rectification.
 - v) Incidents of disaster and Force Majeure events

$$\text{Network Availability} = \frac{\text{Overall Network Uptime}}{(\text{Total Time} - \text{Maintenance} - \text{Incidence of Disaster} - \text{Outage on Customer's Behalf})}$$

iNET's SLA terms for Availability are defined in Section 1 above

2. Average Round Trip Delay (Latency)

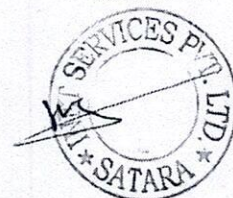
The "Average Round Trip Delay (Latency) shall mean the average time (in milliseconds) for a 32 byte packet to transit from iNET's Router to Peering Router at the Foreign end and return within the Backbone Network. iNET's SLA terms for Average Round Trip Delay (Latency) are defined in Section 2 above.

3. Packet Delivery

Packet delivery is defined as the percentage of data packets that are delivered from one port at the ingress of the network to another port at the egress of the network. iNET's SLA terms for Packet Delivery are defined in Section 3 above.

4. Planned Outages

- a) Planned preventive network maintenance may be scheduled by iNET.
- b) All planned outages will be carried out during maintenance window between 0200 hrs to 0600 hrs for Internet backbone service and between 1300 hrs to 1800 hrs for last mile link.
- c) iNET will inform by Phone, email or fax about maintenance activity to customers at least 7 days in advance. Customers may plan their data transfers accordingly.
- d) Customers shall allow iNET to carryout maintenance activities as and when required. iNET will carry out repair and maintenance activity on non receipt of confirmation from customers and shall not be responsible for loss of service.
- e) In case of emergency and customer services are affected partially or fully, iNET will evaluate the critical ness and carryout maintenance to restore service immediately without any prior notice.



॥ Bahujan Hitay ॥
Shri Mudhaidevi Shikshan Sanstha's
Prof. Sambhajirao Kadam College, Deur



Building Maintenance Agreement

Between

Prof. Sambhajirao Kadam College, Deur (Estd. 1999)

And

R.L. Construction, Satara

Date of Execution: 01/ 01/ 2023



Building Maintenance Agreement

AGREEMENT made between **Prof. Sambhajirao Kadam College, Deur** an Educational Institute of Maharashtra , herein "*PSKCD*" and R.L. Construction, Satara herein "*CONTRACTOR*" for 01/01/2023 to 31/12/2023 period,

THE PARTIES AGREE AS FOLLOWS:

- 1. MAINTENANCE SERVICES:** *PSKCD* hereby hires *CONTRACTOR* to perform inspection and maintenance services on the buildings and rooms and other physical infrastructure as per described on the attached list and map, which are collectively referred to as the premises. *CONTRACTOR* agrees to perform inspection and maintenance services on the referenced premises, as preventing measures to ensure upkeep and smooth conduct of the institutional functioning in an uninterrupted manner and work place health and safety (WHS) of campus inmates/students/staff, including:

Inspecting premises quarterly to determine maintenance needs.

- Building Repair and Maintenance of civil works.
- Repair and Maintenance of internal roads.
- Repair and Maintenance of window glass.
- Water supply, Sanitary and Plumbing work.
- Repair and Maintenance of Electrical Equipment's.
- Mopping all floors with a cleaner approved by *ENTITY* at least two times per week.
- Cleaning all bathrooms and toilet and lavatory bowls and refilling any paper towel dispensers and toilet paper dispensers at least two times per week.
- Performing a special cleaning of the premises after special events, as requested by *ENTITY*, [for the additional compensation will be given for each special cleaning].

2. COMPENSATION: *PSKCD* agrees to pay *CONTRACTOR* the sum of Rs. 2000 per inspection for the services, payable to R.L. Construction, Satara In addition, *PSKCD* will pay *CONTRACTOR* for additional services as agreed in writing for the actual maintenance work done.

3. MATERIALS AND EQUIPMENT: *CONTRACTOR* agrees to provide all materials and equipment necessary to perform the above services at no additional cost to *PSKCD*. *PSKCD* agrees to provide a storage area on the premises for these materials.



4. **EMPLOYEES:** *CONTRACTOR* agrees to provide *PSKCD* with a list of the names and addresses of all employees who will be working upon the premises in performing this Agreement. If *PSKCD* disapproves of any such employees in writing, *CONTRACTOR* agrees not to use such employees upon the premises. *CONTRACTOR* further agrees to use reasonable care in selecting trustworthy employees.

5. **INDEMNIFICATION:** *CONTRACTOR* agrees to indemnify, defend, and hold harmless *PSKCD*, and its officers, agents and employees, from and against any and all claims, losses, actions, or judgments for damages or injury to persons or property arising out of or in connection with the acts and/or any performances or activities of *CONTRACTOR*, *CONTRACTOR*'s agents, employees, or representatives under this Agreement.

6. **COMPLIANCE WITH LAWS:** *CONTRACTOR* further agrees to comply with all state, and local laws, rules and regulations.

7. **KEYS:** *PSKCD* will give one set of keys to *CONTRACTOR* for access to the premises, and *CONTRACTOR* must obtain the approval of *PSKCD* as to any employee who is given access to the keys. *CONTRACTOR* is responsible for the cost of re-keying any locks required for *CONTRACTOR*'s loss of keys.

8. **INDEPENDENT CONTRACTOR:** The parties agree that *CONTRACTOR* and all its employees are independent contractors of *PSKCD* and in no way employees or agents of *PSKCD* and are not entitled to workers compensation or any benefit of employment with the *PSKCD*. *PSKCD* shall have no control over the performance of this Agreement by *CONTRACTOR*, except to specify the time and place of performance and the results to be achieved. *CONTRACTOR* agrees to pay and be responsible for all taxes due from the compensation received under this Agreement.

9. **TERMINATION:** This Agreement may be terminated immediately by *PSKCD* for breach of this Agreement by *CONTRACTOR* and either party may terminate this Agreement by 15 days written notice of termination to the other party.

10. **DISPOSAL OF TOXIC SUBSTANCES:** *CONTRACTOR* agrees to dispose of any and all toxic or hazardous substances used in fulfilling this contract in accordance with state, and local statutes and regulations and further agrees to indemnify *PSKCD* from any liability resulting therefrom.



11. **INSURANCE:** CONTRACTOR agrees to obtain and keep in force during its acts under this Agreement a comprehensive general liability insurance policy, which shall name and protect CONTRACTOR, all CONTRACTOR's employees, PSKCD, and its officers, agents and employees, from and against any and all claims, losses, actions, and judgments for damages or injury to persons or property arising out of or in connection with the CONTRACTOR's acts. CONTRACTOR shall provide proof of liability coverage as set forth above to PSKCD prior to commencing its performance as herein provided.

12. **WORKER'S COMPENSATION:** CONTRACTOR shall maintain in full force and effect worker's compensation for CONTRACTOR and any agents, employees, and staff that the CONTRACTOR may employ, and provide proof to PSKCD of such coverage or that such worker's compensation insurance is not required under the circumstances.

13. **ENTIRE AGREEMENT:** This is the entire agreement of the parties and can only be modified or amended in writing by the parties.

14. **ATTORNEY FEES:** Reasonable attorney fees shall be awarded to the prevailing party in any action to enforce this Agreement or to declare termination or forfeiture of this Agreement.

DATED this 15 / 12 / 2022

PSKCD:

Dr. B. N. Bhosale
Principal,
Prof. Sambhajirao Kadam College
Deur, Tal. Koregaon, Dist. Satara



WITNESS:

Head Clerk
Prof. Sambhajirao Kadam College
Deur (Satara)
Head Clerk of PSKCD

CONTRACTOR:

By For RL Constructions
(Name) [Signature]
Proprietor

Its _____
(Title or Office)

WITNESS:

[Signature]
(Signature of Witness)

Form and content approved by Chairman, College Development Committee, Prof. Sambhajirao Kadam College, Deur.





॥ Bahujan Hitay ॥

Shri Mudhaidevi Shikshan Sanstha's

Prof. Sambhajirao Kadam College, Deur

Tal. - Koregaon, Dist.- Satara - 415524



Annual Maintenance Contract

Between

Prof. Sambhajirao Kadam College, Deur (Estd. 1999)

And

Suman Nursery, Deur (Satara)

Contract period 1st June, 2023 to 31st May, 2024



Annual Maintenance Contract
Between
Prof. Sambhajirao Kadam College, Deur (Estd. 1999)
And
Suman Nursery, Deur (Satara)
In relation to the maintenance of : College Garden

1. The Need of the AMC :

Prof. Sambhajirao Kadam College, Deur and the Suman Nursery recognizing the maintenance demands of PSKCD, in offering well maintained infrastructure/support service for the deserving students and its commitment to Quality Education and Suman Nursery engaged in the field of Garden Maintenance by providing the maintenance service enter into the following Annual Maintenance Contract which will remain valid for an initial period of one year.

2. The Service Provider's Commitment:

- **The Proprietor, Suman Nursery** will monitor, maintain and support the desired assets as mentioned in Clause 5 of the AMC.
- The cost of maintenance will be as per the clause No. 5 of the contract

3. The College's Commitment:

- The College will ensure adequate support to **Suman Nursery**
- No honorarium will be provided for these visits, however, travel expenses and hospitality will be provided by the College.

4. Shared Responsibilities:

- Both parties to this AMC undertake to maintain its terms and conditions in good faith and in a spirit.



- Both parties may propose changes implementing the strategies as needed
- Both parties agree to provide each other with such documents, information or materials as may be necessary for any activity to be carried out under this AMC.
- Quality control is the shared responsibility of both the parties.

5. Maintenance and the Maintenance Cost :

Sr. No.	Maintenance Particulars	Maintenance Period	Maintenance Amount
1	Digging Garden	Quarterly	Rs. 25000/- p.a.
2	Trimming and Pruning of Shrubs/Hedge	Quarterly	
3	Fertilization and Application of Manures	Half Yearly	
4	Spraying with Pesticides	Fortnightly	
5	Weeding and Cleaning	Monthly	
6	Replacement of Plants as and when required	As Required	
7	Repotting of the Potted Plants	Annual	
8	Technical Advice and Supervision	As Required	

Note :

- College will provide water, electricity and labour
- Daily watering needs will be cared by the college
- Pesticide/ Fertilizers will be provided by the college OR its cost shall be charged by the service provider with existing market rate.

6. Mode of Payment :

The mode of payment for the existing AMC shall be quarterly. The charges occurred for additional maintenance will be paid immediately after completion of the maintenance work.



7. Effective Date and Duration of AMC :

This AMC shall be effective from the date it is signed by the parties hereto. The duration of the AMC will be initially for a period of one year from the effective date, unless or otherwise terminated earlier. Either party may terminate this AMC by giving three months prior notice in writing to the other party.

8. Important Note :

Any dispute arising in relation to this AMC between the parties shall be resolved by mutual negotiations. In case of any unresolved dispute, both the parties, at their end, can terminate the AMC by giving a written notice. However, in such a case the due maintenance amount upto that period will be reimbursed to the party.

Principal Dr. B. N. Bhosale signed this AMC dated 1st of June year 2023 for Prof. Sambhajirao Kadam College, Deur



[Handwritten Signature]
Signature with seal
Dr. B. N. Bhosale
Principal,
Prof. Sambhajirao Kadam College,
Deur, Tal. Koregaon, Dist. Satara.

Shri. D. B. Kadam, Proprietor, signed this AMC dated 1st of June year 2023 for Suman Nursery



[Handwritten Signature]
Signature with seal
Suman Nursery, Deur
Prop. Shri. Devendra B. Kadam



INVOICE

Date: 26th Dec 2023
Invoice No: AI/2335

To,
The Principal,
Prof. Sambhajirao Kadam College
Deur Tal.-Koregaon , Dist.-Satara.

Sr.No	Description	Qty	Rate	Amount
1.	Annual Maintenance Contract of "AutoLib NG and WEB-OPAC" Library Management System. For the period of 1 st Jan 2024 to 31 st Dec 2024	1	5,000/-	5,000/-

Total: 5,000/-

In Words: Rupees. Five Thousand Only.

A/C Name : Akash Infotech
A/C Number : 008230100002092
Bank Name : Janata Sahakari Bank Ltd., Pune FC Road Branch
Branch : 925/B, Unique Chambers, Tukaram Paduka Chowk,
F.C. Road, Pune - 411005.
MICR code : 411074008
IFSC Code : JSBP0000008

For Akash Infotech

Authorized Signatory

Receiver's Signature





RECEIPT

Date: 01/01/2024
Receipt No: AI/2316

Received with thanks from **The Principal, Prof. Sambhajirao Kadam College Deur Tal.-Koregaon , Dist.-Satara** a sum of **Five Thousand Only** by NEFT dated 01/01/2024.

Rs. 5,000/-

Subject to realization of Cheque

For Akash Infotech

Authorised Signatory



कोड नंबर

कोड नंबर

3343E240

NR SDCEH 24001002264 ग्राहक पोहोच

No.

NEFT/RTGS ची मार्फत रकम रु.....5000..... कॅश / चेक नंबर 119863..... ने खाते नंबर 008230100002092 व बँक
IFSC कोड JSBP000 ला जमा करणेकरिता अर्ज मिळालेला आहे. फॉर्ममधील सर्व अटी व नियम ग्राहकाला सांगितलेले आहेत. ग्राहकाने पुरविलेल्या
चुकीच्या माहितीची कोणतीही जबाबदारी बँकेवर राहणार नाही.

दिनांक :

शाखा शिक्का व सही
R-1346

UTRSDCEH 2400002264

सातारा जिल्हा मध्य सह. बँक लि., सातारा.

शाखा - Deur दिनांक: JAN 2024

चेक घेणाराचे नांव
Prof. Sambhajirao Kadam College, Deur

कोणाचे नावाने
(In favour of) Akash Infotech,

	रूपये	पैसे
१) चेक/डी.डी.	5000 =	00
२) कमिशन	4 =	00
३) फॉन्टज		
एकूण ₹	5004 =	00

अक्षरी ₹ Five thousand four पोहोचले.

DR. ONLY
रखपाल शाखाप्रमुख