

4.3.3 - Bandwidth of internet connection in the Institution

- a. ≥ 50 MBPS
- b. 30 - 50MBPS
- c. 10 - 30MBPS
- d. 10 - 5MBPS
- e. < 5 MBPS

HEI Input: a. ≥ 50 MBPS

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System Administrator

IIST/IIP/IIMR



Introduction

High-Speed Internet facility- The institute upgraded its internet leased line (1:1) bandwidth from 35 Mbps in 2016 to 310 Mbps bandwidth, currently on the campus. In October 2018 the bandwidth was increased to 75 Mbps. In 2019, the same was upgraded to 175 Mbps. By August 2021, the bandwidth was increased to 250 Mbps and finally now its increased up to 310 Mbps speed.

Handwritten signature
System Administrator

IIST/IIP/IIMR



Tax Invoice from RPNET for the month of April 2023



TAX INVOICE

(ORIGINAL FOR RECIPIENT)

INVOICE NO.: 202324-01-172

INVOICE DATE: 1-MAY-2023

Bill To,

SHAIL EDUCATION & WELFARE SOCIETY

IIST COLLEGE

RAU

INDORE

GST STATE CODE : 23 MADHYA PRADESH Customer GSTIN : Not Available

Invoice summary	
Type of Service:	Premium Internet Leased Line
Internet Bandwidth	250 Mbps 1:1
Billing period	01-04-2023 to 30-04-2023
Recurring charges	₹ 27,966.10
Central GST @ 9 %	₹ 2,516.95
State GST @ 9 %	₹ 2,516.95
Total Current Charges	₹ 33,000.00
Previous Dues	₹ 37,000.00
Total Amount Due	₹ 70,000.00

GSTIN : 23AACCR8280J1Z6	HSN/SAC: 9984	CHQ. /NEFT IN FAVOR OF - RAJESH PATEL NET SERVICES PVT. LTD.
PAN NO.: AACCR8280J		A/C NO. 004083800005501 IFSC: YESB00000040 BANK: YESBANK
CIN NO.: U64202MP2003PTC015954		FOR ONLINE PAYMENT LOG ON TO - www.rpnspl.com

TERMS & CONDITION:

- PLEASE PAY YOUR BILL BEFORE 7TH OF THE MONTH TO AVOID DISCONNECTION.
- FOR TERMINATION & DEGRADATION OF SERVICE AT LEAST ONE-MONTH NOTICE SHOULD BE GIVEN IN PRIOR.
- VOIP IS STRICTLY PROHIBITED ON YOUR INTERNET CONNECTION.
- WE SHALL NOT BE LIABLE TO THE CUSTOMER FOR ANY LOSS, COSTS OR DAMAGE WHATSOEVER OR HOWSOEVER CAUSED, ARISING DIRECTLY OR INDIRECTLY IN CONNECTION WITH THE SERVICE/S.
- FOR ANY QUERIES PLEASE CONTACT AT +91 98930 73966, 0731-4026313

FOR RAJESH PATEL NET SERVICES PVT. LTD.

P

Abhay
AUTHORISED SIGNATORY

RAJESH PATEL NET SERVICES (P) LIMITED

10/5 M.G. ROAD, BEHIND HDFC HOUSE INDORE - 452001

PHONE: +91-731-4026313 E-MAIL: Info@rpnspl.com

Mishra

System Administrator

IIST/RAU/IND



Tax Invoice from RPNET for the month of May 2023



TAX INVOICE

(ORIGINAL FOR RECIPIENT)

INVOICE NO.: 202324-02-104

INVOICE DATE: 1-JUN-2023

Bill To,

SHAIL EDUCATION & WELFARE SOCIETY

IIST COLLEGE

RAU

INDORE

GST STATE CODE : 23 MADHYA PRADESH Customer GSTIN : Not Available

Invoice summary	
Type of Service:	Premium Internet Leased Line
Internet Bandwidth	250 Mbps 1:1
Billing period	01-05-2023 to 31-05-2023
Recurring charges	₹ 24,576.27
Central GST @ 9 %	₹ 2,211.86
State GST @ 9 %	₹ 2,211.86
Total Current Charges	₹ 29,000.00
Previous Dues	₹ .00
Total Amount Due	₹ 29,000.00

GSTIN : 23AACCR8280J1Z6	HSN/SAC: 9984	CHQ. /NEFT IN FAVOR OF - RAJESH PATEL NET SERVICES PVT. LTD.
PAN NO.: AACCR8280J		A/C NO. 004083800005501 IFSC: YES80000040 BANK: YESBANK
CIN NO.: U64202MP2003PTC015954		FOR ONLINE PAYMENT LOG ON TO - www.rpnspil.com

TERMS & CONDITION:

- PLEASE PAY YOUR BILL BEFORE 7TH OF THE MONTH TO AVOID DISCONNECTION.
- FOR TERMINATION & DEGRADATION OF SERVICE AT LEAST ONE-MONTH NOTICE SHOULD BE GIVEN IN PRIOR.
- VOIP IS STRICTLY PROHIBITED ON YOUR INTERNET CONNECTION.
- WE SHALL NOT BE LIABLE TO THE CUSTOMER FOR ANY LOSS, COSTS OR DAMAGE WHATSOEVER OR HOWSOEVER CAUSED, ARISING DIRECTLY OR INDIRECTLY IN CONNECTION WITH THE SERVICE/S.
- FOR ANY QUERIES PLEASE CONTACT AT +91 98930 73966, 0731-4026313

FOR RAJESH PATEL NET SERVICES PVT. LTD.


P


AUTHORISED SIGNATORY

RAJESH PATEL NET SERVICES (P) LIMITED

10/5 M.G. ROAD, BEHIND HDFC HOUSE INDORE - 452001

PHONE: +91-731-4026313 E-MAIL: Info@rpnspil.com


System Administrator



Tax Invoice from RPNET for the month of June 2023



TAX INVOICE

(ORIGINAL FOR RECIPIENT)

INVOICE NO.: 202324-03-108

INVOICE DATE: 1-JUL-2023

Bill To,

SHAIL EDUCATION & WELFARE SOCIETY

IIST COLLEGE

RAU

INDORE

GST STATE CODE : 23 MADHYA PRADESH Customer GSTIN : Not Available

Invoice summary	
Type of Service:	Premium Internet Leased Line
Internet Bandwidth	250 Mbps 1:1
Billing period	01-06-2023 to 30-06-2023
Recurring charges	₹ 24,576.27
Central GST @ 9 %	₹ 2,211.86
State GST @ 9 %	₹ 2,211.86
Total Current Charges	₹ 29,000.00
Previous Dues	₹ .00
Total Amount Due	₹ 29,000.00

GSTIN : 23AACCR8280J1Z6	HSN/SAC: 9984	CHQ. /NEFT IN FAVOR OF - RAJESH PATEL NET SERVICES PVT. LTD.
PAN NO.: AACCR8280J	A/C NO. 004083800005501 IFSC: YESB0000040 BANK: YESBANK	
CIN NO.: U64202MP2003PTC015954		

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- FOR ANY QUERIES PLEASE CONTACT AT +91 98930 73966, 0731-4026313

FOR RAJESH PATEL NET SERVICES PVT. LTD.

P


AUTHORISED SIGNATORY

RAJESH PATEL NET SERVICES (P) LIMITED

10/5 M.G. ROAD, BEHIND HDFC HOUSE INDORE - 452001

PHONE: +91-731-4026313 E-MAIL: Info@rpnsp.com


System Administrator



Sample Tax Invoice from Airtel

DATA SERVICES		airtel																			
Original copy for Recipient: Tax Invoice																					
Mailing Address		Account Details																			
Nishant Bansal SHAIL EDUCATIONAL & WELFARE SOCIETY OPP IIM INDORE VILLAGE DEHRI RAU PITHAMPUR ROAD RAU INDOR E M P PIN 453331 - Indore - 453331 Madhya Pradesh		Customer Account Number 31-19740003 Internal ID (Billable ID) 21-19740003-3 Invoice Number BBL232404B000059 Invoice Date 07-APR-2023 Due Date 28-APR-2023																			
 21-19740003-3 BBL232404B000059																					
Billing Address		Invoice Summary																			
SHAIL EDUCATIONAL & WELFARE SOCIETY OPP IIM INDORE VILLAGE DEHRI RAU PITHAMPUR ROAD RAU INDOR E M P PIN 453331 Indore - 453331 Madhya Pradesh		<table border="1"> <thead> <tr> <th></th> <th>Amount(₹)</th> </tr> </thead> <tbody> <tr> <td>Recurring charges</td> <td>91,800.00</td> </tr> <tr> <td>One time charges</td> <td>0.00</td> </tr> <tr> <td>Adjustments</td> <td>0.00</td> </tr> <tr> <td>Sub-Total</td> <td>91,800.00</td> </tr> <tr> <td>CGST</td> <td>8,262.00</td> </tr> <tr> <td>SGST/UTGST</td> <td>8,262.00</td> </tr> <tr> <td>Total Taxes</td> <td>16,524.00</td> </tr> <tr> <td>Total (₹)</td> <td>1,08,324.00</td> </tr> </tbody> </table>			Amount(₹)	Recurring charges	91,800.00	One time charges	0.00	Adjustments	0.00	Sub-Total	91,800.00	CGST	8,262.00	SGST/UTGST	8,262.00	Total Taxes	16,524.00	Total (₹)	1,08,324.00
	Amount(₹)																				
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CGST	8,262.00																				
SGST/UTGST	8,262.00																				
Total Taxes	16,524.00																				
Total (₹)	1,08,324.00																				
GSTIN Details		Amount in Words: ₹ One Lakh Eight Thousand Three Hundred Twenty Four Rupees and Zero Paise Only Detailed break-up available from page 3 onwards.																			
Customer GSTIN : Place of Supply : MADHYA.PRADESH State Code : 23 Customer PAN No. : AABAS3763Q																					

Disclaimer: Invoice is raised as B2C since customer GSTIN is not available in our records. In case of any query, please get in touch with Collection Manager/Relations

Signature valid

Digitally signed by: Sumeet Chandra
 Date: 2023.04.08 08:44:44 IST

Bharti Airtel Ltd

Authorised Signatory

Thanks for Business

Make payments seamlessly with Airtel Thanks for Business

- Get instant payment confirmation
- Hassle free transactions
- No manual intervention required

YOUR PAYMENT OPTIONS

1) Pay Online via Airtel Thanks for Business : <https://www.airtel.in/business/thankstforbusiness/login/>. Login using your registered email id.

2) EFT/RTGS Details: Beneficiary A/o Name: Bharti Airtel Ltd Bank Name: Cit Bank NA IFSC: CIT10000004
 Bank Account No.: BTELCC00000000041316

Send payment to

21-19740003-3@airtel



Scan & pay via any UPI App
 Powered by airtel

3) To account your payments, Please share invoice and UTR details on : Collection.data@airtel.com

No tax payable on reverse charge basis.

Airtel GSTIN Details: Bharti Airtel Ltd - III and IV Floor, Metro Tower, AB road, Scheme no 54, Indore, Madhya Pradesh - 452010

STATE: Madhya Pradesh, STATE CODE: 23, GST Number: 23AAAACB2894G22U

Regd Office : Airtel Center, Plot No.16, Udyog Vihar, Phase IV, Gurugram 122015, Haryana, India.

Phone 0124 - 4221222; Fax 0124 - 4243252; Corporate Identity Number-L74899HR1995PLC095967; www.airtel.in

SAC / HSN CODE: 998422

Page 1 of 3

Nishant
 System Administrator



Terms & Conditions

- 1) Bharti Airtel Ltd. has full right to change the terms and conditions applicable to tariff plans from time to time.
- 2) Bharti Airtel Ltd. reserves the right to suspend service in case of non-payment by Due Date. The customer shall continue to be liable for the charges during the period of suspension.
- 3) The invoice will be deemed accepted in case of variation/dispute not reported by Due Date of invoice. Any arbitration as result of such dispute shall be conducted exclusively in Delhi.
- 4) In case of any changes (upgrade, downgrade or shifting) done on any live Circuit Id, the adjusted amount will be submitted in subsequent invoice after the implementation of changes delivered.
- 5) In the event of termination of a link(s) or partial termination of the Data Services during the Service Order Term for the respective link(s)/Data Services by the Customer, Airtel reserves the right to charge for the residual term at the rates as mentioned in the Service Acquisition Form ("Termination Charges") and Customer agrees to pay such Termination Charges along with charges for Data Services rendered up to the effective date of termination within Due Date of the date of the invoice.

Nature Of Service : Telecommunication, broadcasting and information supply services, information technology and software support services, On line information and data base access or retrieval, Management maintenance or repair, leasing or rental services with or without operator and erection Commissioning or installation.

Charge calculation method

For products which are charged annually:

- 1) Full year charge = Annual Charges
- 2) Prorated monthly charges = (Annual charges / 12 * No of months)
- 3) For Fractional months, the calculation has been done as follows: (Annual Charges/4) * (Days of Service in Quarter/Total No. of days in Quarter)
- 4) Same calculations will be done for monthly billing cycle

For any queries or concerns

1) Kindly contact us on Airtel Thanks for Business: <https://www.airtel.in/business/thanksforbusiness/login/>. Login using your registered email id.

OR

- 2) Kindly write to us at datasupport@airtel.com. Please notify us of the disputed charges by the Due Date with the following information:
 - Invoice Number
 - Circuit ID (LSI)
 - Amount of disputed charges
 - Reason for disputing the charges
 - Mails exchanged with Airtel team, if any

How to disconnect ?

- 1) Kindly log in and raise request on Airtel Thanks for Business: <https://www.airtel.in/business/thanksforbusiness/login/>. Request for disconnection of Circuit id (LSI) on Airtel Thanks for Business can be raised by clicking on "Circuits" option present in the left hand navigation- menu bar under "Airtel Connectivity" tab.
- 2) Upon receipt of request a Service Request (SR) No. will be provided to you. Please note that in absence of SR number, no credit adjustment shall be made for the delay in disconnection and the customer shall be liable to pay for the charges. We request you to use Airtel Thanks for Business for raising disconnection request.

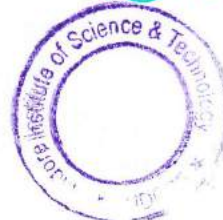
Key contact points

In case of queries reach out to your respective Relationship Manager / Account Manager.

Mikewal

System Administrator

IIST/ITP/ITMR



Invoice no : EBL2324048000059
 Invoice date : 07-APR-2023

Invoice Summary

Product: Internet
 FSN/SAC: 998422
 Qty/UM: 1/Others
 Installation Address(A): BTNL 10 C Patham kothi Dewta Bhawan 1st floor 10 C SDH room INDORE IND MADHYA PRADESH
 Installation Address(B): OPP IM INDORE VILLAGE DEHRI RAU PITHAMPUR ROAD RAU INDORE M.P. PIN 453331 Indore MADHYA PRADESH

Circuit Id (LSI)	PO No / PO Date	Installation Date / Service Period	Bandwidth / Distance	Description	Annual Charges* (₹)	Current Charges* (₹)	CGST		SGST/UTGST		IGST	
							Rate	Amount	Rate	Amount	Rate	Amount
23120759	25/04/2023 26-Apr-2023	25-May-2023 01-Apr-2023 to 30-Jun-2023	51440 Kbps / 10	51440 KBPS (1:1) INTERNET BANDWIDTH AT OPP IM INDORE VILLAGE DEHRI RAU PITHAMPUR ROAD RAU INDORE M.P. PIN 453331	3,67,200.00	91,800.00	9%	8,262.00	9%	8,262.00	0%	0.00
Total					3,67,200.00	91,800.00		8,262.00		8,262.00		0.00

Excluding Tax

Tax Details

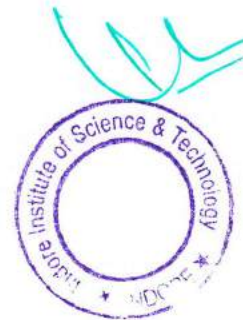
Description	SAC / HSN	Taxable Value	Rate	Amount	Total
CGST	998422	91,800.00	9%	8,262.00	16,524.00
UTGST/SGST	998422	91,800.00	9%	8,262.00	
Total					16,524.00

Acronyms Used	
QTY	Quantity
UoM	Unit of Measure
SAC	Service Accounting Code
HSN	Harmonized System of Nomenclature

Mijum

System Administrator

IIST/IIP/IIMR





INDORE INSTITUTE OF SCIENCE & TECHNOLOGY

Approved by AICTE, New Delhi, Affiliated to RGPV, Bhopal, Recognized by UGC under Section 2(f)

Sample Agreement copy from Airtel for the reference.



CEF NO. 73109169

Customer Enrollment Form

To be filled in block letters, please use ballpoint pen while filling to ensure the impression on all copies is clear



1. Existing Airtel No./ID's _____ Existing CER/ID _____

2. Services opted for
 DEL DEL+DSL DSL ON Existing DEL Standalone DSL Centrex
 PRI VPN Termination on EPASA

Purpose of Usage Business Commercial Residential ZONE INDIORE

3. Applicant/Company Name SHAILI EDUCATIONAL & WELFARE SOCIETY

4. Date of Birth _____ 5. Gender Male Female 6. Nationality INDIAN

7. Father's/Husband's/Mr./Ms. Mother's Name _____

8. Installation address:
 Apt./House No. OPP IITM VILLAGE DEHRI Floor _____
 Tower/Block No. RAU - PITHAMPUR ROAD Society/Street Name _____
 Area Name / Landmark _____
 City INDIORE Pin 453331
 State MP Telephone/Fax _____
 Email ID Systemadministrators@indoreinstitute.com Mobile No. 9826016090

9. Office / Company _____
 Designation _____ Dept. _____
 Billing address _____
 (if diff from 8a add): _____
 City / Village / PO INDIORE 453331 Telephone/Fax _____

10. Permanent Address _____

11. Details for local reference (for Outstation, incl NRI/Foreign National)
 Name _____ Address _____ Contact No. _____

12. Are you an income tax payer? PAN/GIR AAABA53763Q Please provide copy of your PAN/GIR No. OR fill form 60/F1

13. GSTIN _____ Please provide copy of GSTIN

14. If you are a Foreign National Passport No. _____ Valid upto _____

15. Preferred Date of Installation _____
 Customer Type AES ABS SME Commercial Residential Demo Bharati Group
 Corporate-Self Paid AES-Self Paid

16. Services Required ISD No. of Lines _____
 Centrex Required Group Code _____ Short Code _____
 Tariff Plan _____
 Group Billing Required Group/Existing Del No. _____

17. Tariff Plan _____ 17. Bandwidth _____

Payment Details : Ask for Cash Receipt in Case of Cash Paid

18. Bills Mode The default mode is e-bill, check box if paper bill required
 Paper Bill

19. Bill payment mode ECS SI

20. Bill to be paid by Self Company

21. Amount _____ Total _____
 Activation Charges _____
 Advance Rental _____
 Charges _____
 Other Charges _____

22. Paid by Online / Ezzap / Cheque / Cash / DD

23. Cheque / Card No (Last four digits) _____

24. Issued By _____

25. Cheque Date / Transaction Date _____

26. Bills to be sent to Office Residence

27. For multiple connections, specify account to be billed in _____

Intend to use connection for Telemarketing activities (Please fill the Telemarketer undertaking and seek reply for TM registration Certificate)

28. Intend to use the connections for Application Services like Telemarketing/Telebanking/Teleducation/Teletesting/ E-Commerce/ Call Center/Network Operating Center/Voice Trading System/Long Range Alarm System/ Bill Payment Terminal (Copy of OSP Registration Certificate to be enclosed).

29. Intend to use the internet leased line connection for further provision of internet service to customers (please provide copy of valid ISP license).

30. Do you wish to register for NDHC to avoid unwanted commercial communication

31. I would like to receive information about promos/offers via email

32. We confirm that the information/particular supplied by me/us is true and correct in all respects.

Any other commitment agreed upon with Airtel Representative _____

Individual/Authorized Signatory's Name Mukesh Kumar Tiwari
 33. Place Indore 34. Proof of Address Electricity Bill
 Date 20.02.19 Proof of Identity _____ Others _____
 Signature of Applicant _____

SR/DP No. _____ Exchange/RSU _____ DEL No. _____ Technology: ADSL/Vector/FTTH

Consumer Offer _____ FSO Sign and Date _____

I/we hereby confirm to have read the customer and duly verified the photograph, signature, all details in the form and documents given in the relationship form with their respective originals and the form has duly signed by the applicant in my presence. Further, I/we hereby undertake and confirm that the form is complete and correctly filled and as necessary documents are in place.

Account Manager _____ Code _____ Mobile No. _____
 OR FSE Name _____ Code _____ Mobile No. _____

Project Manager OR Partner Name _____ Date _____
 Partner Code _____

Signatures of State executive within this box only _____
 Signatures of Dealer within this box only along with stamp _____

Scope of installation: Customer premises equipment i.e. the route/modem will be installed at Customer premises. Internet Connection will be configured in 3 Hrs only. On a LAN the company IT personnel will require to give me IP Address from the LAN following change will have to be made. There will be time of installation it is mandatory that the customer IT personnel are present. Local bandwidth have to change Gateway Address and add DNS if will have to arrange for the same. For every hour of the network from the customer's local IP host. Provisioning of items on more than 1 PC will be the responsibility of customer IT personnel. In case a customer wants a USB of LAN from Airtel System Integrator, it will be charged extra.

Bharti Airtel Limited: Registered Office: Bharti Crescent, 3 Nelson Mandela Road, Vasant Kunj Phase-II, New Delhi - 110 070 India
 Circle Office: 4th floor, metro tower, scheme no- 04, 4th road, near vijaya nagar square, indore - 452010 (m. p.) India

Handwritten signature
 System Administrator



Shail Educational and Welfare Society

BUSINESS DECLARATION

To,
Bharti Airtel Limited,
Broadband & Telephone Services,
Indore, Madhya Pradesh

Subject : Business Declaration

Dear Madam/Sir,

With reference to the subject this is to inform that, we are engaged in the business of providing Education services to our customers and clients. This is for your kind information & records.

Telemarketing Y/N

N

Thanking You,

Yours Sincerely,

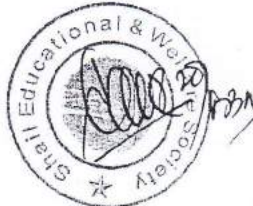
For : Shail Educational & Welfare Society

Name : Mukesh Kumar Tiwari

Designation: Chief Admin Officer

Place: Indore

Date: 20/02/2019





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Approved by AICTE, New Delhi, Affiliated to RGPV, Bhopal, Recognized by UGC under Section 2(f)

PO Reference No. _____

I/We hereby order for Bharti Airtel Ltd. Internet Service subject to terms and conditions as described in this Customer Application Form along with the MSA, SLA and the Terms and Conditions. I/We furnish the necessary details as follows:

Account Mgr: Ashwani Maheshwari Phone: 9179080199 Email: ashwani.maheshwari@airtel.com

Company Name: SHAIL EDUCATIONAL AND WELFARE SOCIETY

Billing Address: OPP TIM, RAV PITHAMPUR ROAD, VILLAGE DEHRI, RAV

City: INDORE PIN/ZIP: 451313 State: MP Country: INDIA

E Invoice (please tick): Yes No Email address: Systemadministrator@indore.institute.com

Installation Address: OPP TIM, RAV PITHAMPUR ROAD, VILLAGE DEHRI, RAV

City: INDORE PIN/ZIP: 451313 State: MP Country: INDIA

Ordering Contact Person: Nilesh Naik Phone: 9826016050 Email: Systemadministrator@indore.institute.com

Customer Category: Carrier / ISP BPO/KPO/Call Center/OSP Other Enterprise OSP Registration No.: _____

Purpose of taking the link: Carrier / ISP BPO/KPO/Call Center/OSP Others _____

ISP Category: _____ AS Number: _____ ISP License No.: _____

Customer PO No. _____ Date: _____ Proposed AFS Date: _____

Order Type: New Upgrade Rate Revision Disconnection Shifting Additional link Managed Service Change

Service Type: Enterprise IDC Mega 98th Percentile India/2nd Time of Day Volume Usage Based Classic

Flex BRS Express Educational Premium Educational Diamond Gold Silver

Dual POP Internet Airtel POP 1: _____ Airtel POP 2: _____

Other: _____

DDoS Detection & Mitigation: DDoS CPE Read DDoS CPE Provided by: Airtel Customer

Managed Internet: Managed Options: Web Reporting Configuration Management Proactive Monitoring

Specs: Port Type: Fixed Billing Burstable Port Billing Type for Multiple Burstable Ports: Individual Cumulative

Committed Bandwidth: 60 Mbps Kbps Gbps Ratio: 1:1 1:2 1:4

95th Volume: Port BW: _____ Kbps Mbps Gbps Committed Volume / month: _____ Mb GB

Time of Day: 24x7 BW: _____ Kbps Mbps Gbps Off Peak Hrs BW: _____ Kbps Mbps Gbps

Flex: India BW: _____ Kbps Mbps Gbps International BW: _____ Kbps Mbps Gbps

DDoS Mitigation BW: _____ Kbps Mbps Gbps DDoS CPE Type: _____

Customer Interface: V.35 G.703 BNC FE GigE 10G STM-1 STM-4 STM-16 STM-64

CPE Provided by: Airtel Customer CPE Commercial: Rented - Fin. Lease Rented - Op. Lease Outright Sale

CPE Type: Router Qty: _____ Modems Qty: _____ Converters Qty: _____ Other: _____ Qty: _____

Remarks: 60 mbps (1:1) ARC 3,67,200 + OTC 5000

Note: For multi-location orders, attach location details in separate sheets

Primary Access Required Access arranged by: Airtel Customer Access Provider: _____

Access Bandwidth: _____ Kbps Mbps Gbps Distance (Km): _____

Media: Copper Fiber Wireless Technology: TDM EoS/DH MEN P2MP P2P Radio Other: _____

Secondary Access Required Access arranged by: Airtel Customer Access Provider: _____

Access Bandwidth: _____ Kbps Mbps Gbps Distance (Km): _____

Media: Copper Fiber Wireless Technology: TDM EoS/DH MEN P2MP P2P Radio Other: _____

Page 1 of 2



Mishra

System Administrator

IIST/IIP/IIM?





INDORE INSTITUTE OF SCIENCE & TECHNOLOGY

Approved by AICTE, New Delhi, Affiliated to RGPV, Bhopal, Recognized by UGC under Section 2(f)

Description	Total ARC	NRC	Taxes	Total	Description	MRC/Unit	ARC/Unit
Internet BW:	367200	5000	tax	372200+tax	Min. Committed BW:		
Port Charges:					Burst Bandwidth:		
Off-peak hrs BW:					Volume Charges/GB:		
Primary Last Mile:					Burst Charges/GB:		
Secondary Last Mile:					Currency:	<input checked="" type="checkbox"/> INR <input type="checkbox"/> Other:	
DDoS Charges:					Billing Cycle:	<input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Half Yearly <input type="checkbox"/> Yearly	
Router:					Note: All Cheques/DDs for Services should be drawn in favour of "Bharti Airtel Limited" and all Cheques/DDs for Hardware should be drawn in favour of "Bharti Airtel Services Limited", payable at New Delhi.		
Modem:					Total Order Value: 372200+tax		
Converter:							
DDoS CPE:							
Other Hardware:							
Hardware AMC:							
Link Mgmt Charges:							
Managed Services:							
Other Charges:							
Comments:	60 Mbps (1:1) @ 372200 + tax as per applicable.						

Regulatory terms governing Internet Service:

- The customer undertakes to fully comply with all applicable laws and regulations including without limitation, the provisions of the Indian Telegraph Act 1885, the Indian Telegraph Rules, 1951 made thereunder, Indian Wireless Act 1933, IT Act 2008 and TRAI Act 1997 and any amendments or modifications made therein. From time to time. The Customer will ensure that the Services provided by Airtel shall not be used by the Customer himself nor the Customer shall allow his Customers or any other party to use the same for any purposes other than the purposes permissible under the applicable statutory or regulatory provisions as may be amended from time to time by the Telecom Regulatory Authority of India and Department of Telecommunications, Government of India.
- The Customer shall be responsible to obtain its own IP address and obtain name from the competent authorities who are competent to issue / allot IP address & domain name to be used in India. In case the IP addresses are taken from Airtel, the same are not assignable or portable and shall be returned to Airtel on the termination of the Services.
- The Customer agrees and undertakes not to use the Services for any of the following activities:
 - Voice communication by means of dialing a telephone number (PSTN/ISDN/FM/N).
 - Originating the voice communication from a telephone in India.
 - Terminating the voice communication at a telephone within India.
 - Use of dial up lines with outward dialing facility from nodes.
 - Establishing connection to any Public Switched Network in India and/or establishing gateway between Internet & PSTN/ISDN/FM/N in India.
 - Interconnectivity with other ISPs.
- The Customer agrees and undertakes that the Internet link so taken will be terminated on its own infrastructure.
 - If the Customer is not a licensed ISP, the Internet bandwidth provided by Airtel shall not be resold and shall only be used by the Customer.
- The Customer is permitted to use encryption upto 40 bit key length in the RSA algorithm or its equivalent in other algorithms without having to obtain permission. However, if the encryption requirement is higher than this limit, the Customer shall obtain the permission of the concerned Telecom Authority and shall deposit the encryption key, split into two parts, with such Telecom Authority.
- Airtel may block Internet sites as identified and directed by the Telecom Authority or any other competent authority from time to time.
- Customer has given Bharti Airtel to understand that the required measures are taken by customer to ensure that spam/malicious traffic is not generated from customer end. Anytime spam activity/malicious/malware is observed from customer side, Airtel will terminate the link immediately without any further notice.
- Airtel warrants that the Services shall be of the acceptable grade, consistent with the established and generally accepted standards. However, the quality, functionality, availability or reliability of the same may be affected from time to time. Further, Airtel shall be entitled to, without any liability, refuse, limit, suspend, vary, disconnect and or interrupt the Services, in whole or in part, at any time, for any reason and/or due to various factors including but not limited to:
 - Government's rules, regulations, orders, directions, etc.
 - Force-Majeure circumstances.
- Airtel may change, amend or revise the above regulatory terms and conditions at any time and when necessary in order to comply with any statutory, legal or regulatory requirements and the Customer agrees to abide by such modified terms and conditions. Such changes, amendments or revisions shall be deemed effective upon posting an updated and duly dated regulatory compliance to the Customer via email, fax, post or through any other medium opted by Airtel.
- In the event the Customer installs any wi-fi network of its own, the Customer:
 - Shall inform the same to Airtel.
 - Undertakes to use the secured wi-fi network connection to avoid any misuse.
 - Undertakes that he shall solely be responsible for any use/misuse of due to any wi-fi installation.
 - Is required to set up and maintain its own authentication for its internet usage / Wi-Fi services.
 - Undertakes to keep a log of all the events on wi-fi network for a period of at least one year and shall provide the same to the regulatory and/or security agencies.
- If the customer is a Licensed Internet Service Provider (ISP) who has availed the Internet Leased Circuits (ILL) from Airtel for the provision of Internet & Internet telephony services to its customers, the ISP:
 - shall maintain a log of all users availing the Services (either through mail, telnet, http, etc.) and shall also maintain a log of every outward login or telnet through its computers. These logs, as well as copies of all the packets originating from the Customer Premises Equipment ("CPE"), must be available in real time to the concerned Telecom Authority. The Customer undertakes not to permit log-ins, where the identity of the logged-in user is not known.
 - affirms, assures, undertakes & has given Airtel to understand that all the routers on which Airtel's Internet Leased Lines (ILL) would terminate for & on its (ISP's) behalf are owned by the ISP & the ISP also undertakes to submit necessary documentary proof of its ownership to the router IP called upon by Airtel to do so. In the event of it coming to the notice of Airtel that ISP is not the owner of the routers or on the ISP's failure to provide documentary proof of ownership to the routers, Airtel shall be entitled to terminate the ILL link immediately without any notice to the ISP. Upon receiving any instructions or orders or directions from any competent authority to terminate any ILL link provided by Airtel, Airtel shall be entitled to terminate the ILL link immediately & without any notice to the ISP / customer.
- If the contract is due for renewal and the client has not put a request for termination or renewal, the services will be deemed accepted and continued as per mutually agreed existing terms and conditions.
- In case of conflicting terms between various documents, unless specifically mentioned, following will be the priority of the document for interpretation of the terms, in descending order — 1) CAF, 2) MSA, 3) T&C, 4) Airtel.
- In case the Telecom Resource/Connectivity is being taken for Call Center/ DSP purpose, the responsibility of submitting Airtel approved network diagram to Call Center/DSP upto to DOT/ TERM shall solely be of the customer.

Declaration:
 Customer's service is subject to, and will be governed by, this Customer Application Form (CAF), along with the MSA, SLA and Terms & Conditions. Customer's signatory and/or the person submitting this CAF to Airtel confirms that he/she has read and agrees to the MSA dated: _____ with Sr. No. 4349673801 and/or Terms & Conditions dated: _____ with Sr. No. 4349673801 and is authorized to sign this CAF and/or submit it on behalf of his/her company.


Name: Mukesh Kumar Tiwari
 Designation: Chief admin officer

Date: _____ (DD/MM/YYYY)
 Bharti Airtel Limited, Regd. Office: Bharti Crescent 1, Nelson Mandela Road, Vasant Kunj Phase II, New Delhi - 110070, India
 www.airtel.in Tel: +91 11 4666 6100 Fax: +91 11 4166 6137 e-mail: 121@in.airtel.com Corporate Identity Number: L14899DL 1995PLC070609

System Administrator

IIST/IIP/IIMR



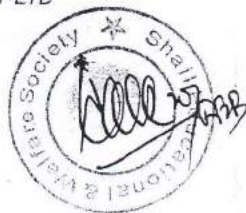
	
Customer entity name	Shail Educational and Welfare Society
Agent entity name	
Valid	mm/dd/yyyy
IP No.	434973803
<p>This commercial terms and conditions shall be incorporated by reference with Annexure [1] of the Agreement or Annexure [1] between Customer and Airtel @CCO...</p>	
Version : 1.3	
<p>Commercial terms & conditions for Data Services from Bharti Airtel Limited</p>	
<p>1. Services Order (hereinafter referred to as "Service Order") shall mean an order placed by Customer or Agent for providing services (hereinafter referred to as "Data Services") as per the terms and conditions of the CAI signed by the Customer. Data Services (hereinafter referred to as "Data Services") means data services such as Internet/WiFi/3G/4G.</p>	
<p>2. The term for the Service Order shall be for a period of twelve (12) months from the Effective Date and any extension period. The extension referred to as "Service Order Term". On the expiry of the Service Order Term, the Data Services shall be automatically renewed on the prevailing terms and conditions (including but not limited to the rates) for a period of three months unless the Customer provides a sixty (60) days prior written notice before the expiry of such extension period.</p>	
<p>3. Service Order Term will start from the date the order is confirmed, it may be for the limited period by Customer as mentioned in the CAI. In case of renewal of such Service Order (hereinafter referred to as the "Renewed Service Order") in case of Service Order on expiry for multiple locations, Airtel shall invoice the Customer separately for each location from the Effective Date and the Service Order Term shall be twelve (12) months from the Effective Date of each such renewal/term.</p>	
<p>4. The rates for Data Services shall be fixed for the duration of the Service Order Term unless otherwise agreed between the parties.</p>	
<p>5. Customer shall keep the site ready to get the site readiness certification provided by Airtel, within thirty (30) days in advance of each site delivery date with required infrastructure to cater to the Data Services including but not limited to landline permission, space, power, and any equipment that has to be provided by Customer.</p>	
<p>6. In the event of termination of a link (or partial termination of the Data Services) during the Service Order Term for the respective link/Data Services by the Customer, Airtel reserves the right to charge for the residual term at the rates as mentioned in the CAI ("Termination Charges") and Customer agrees to pay such Termination Charges along with charges for Data Services rendered upto the effective date of termination within thirty (30) days of the date of the invoice.</p>	
<p>7. Number Party may terminate the Service Order for any reason during the Service Order Term. In the event the Service Order is terminated by Customer in advance of the agreed term, prior to implementation of the Service Order, the Customer will be liable to pay Airtel one-time charges which shall include, but not limited to, installation charges, activation charges, and charges related to any third party services.</p>	
<p>8. The Customer is required to send a email mentioning logical circuit ID as mentioned in the invoice, at intergrate.requests@airtel.com sixty (60) days prior to the scheduled expiry of the Service Order Term. Airtel shall provide acknowledgment to Customer as confirmation to the receipt of disconnection request.</p>	
<p>9. In the absence of any formal renewal/disconnection notice, the Data Services shall stand extended & renewed on the same T&Cs for a maximum of three (3) months (or 1 quarter) from the date of expiry of the Contract term. Subsequently quarterly extensions shall occur till the customer issues any such notice of sixty (60) days. Any communication sent on alternate e-mail addresses, will not be considered as valid termination notice. Any request for downgrade of Services shall be have disconnection effective date after the expiry of contract term.</p>	
<p>10. Any request for an upgrade of the Data Services shall be treated as a new Data Service for which a Customer shall be required to sign a new CAI and the Service Order Term of such upgraded service shall be calculated from its respective Effective Date.</p>	
<p>11. Customer may after sending a written request to Airtel within 7 weeks of signing the CAI, defer the link commissioning date for a particular site for a maximum period of two (2) weeks. In case the link commissioning date is deferred beyond a period of two (2) weeks, Airtel shall, at its sole discretion, be entitled to charge an amount equivalent to one (1) day's charge for the services for each day of delay and customer agrees to pay such charges raised by Airtel.</p>	
<p>12. For hardware subsequent to the site (m) installation/commencing) delivered by the customer within 4 weeks, the hardware shall be deemed as not accepted and the customer shall release the payment for hardware, installation and commissioning in favor of the hardware supplier. All other charges shall continue to be based on the actual scope of work involved for shifting. All other charges shall continue to be based on actual shifting.</p>	
<p>13. Shifting of the site from one location to another will entail the automatic renewal of the Service Order Term, for minimum 12 months from the date of such relocation.</p>	
<p>14. For equipments provided to customer on rental or as part of service, any damage caused to such equipments due to customer reason shall be charged to customer at actual and the customer is able to pay for the same.</p>	
<p>15. Any change in the applicable taxes, duties, fees, government levies shall be borne by Customer.</p>	
<p>16. If withholding tax deduction is required by law to be made by the Customer, the amount of the payment due will be grossed up in such a manner that after making the tax deduction, the net amount payable by Customer is equal to the payment which would have been due if no withholding tax deduction had been required.</p>	
<p>17. Installation charges, if applicable, shall be paid 100% in advance along with the CAI/Service Order.</p>	
<p>18. All installation services charges, which are one-time, if any, will be paid 100% in advance along with the CAI/Service Order.</p>	
<p>19. Payment terms for all bandwidth/recurring services will be made twenty one (21) days from the date of invoice, quarterly in advance.</p>	
<p>20. Any delay in the payment of any undisputed amount beyond the due date as printed on the invoice shall attract overdue interest of 1% per month, where the minimum unit of time shall be computed as one (1) month. It shall be considered in multiple thereof, if applicable.</p>	
<p>21. Any dispute within thirty (30) days of raising the invoice, beyond this time the customer agrees to waive off its right to raise any dispute related to the invoice.</p>	
<p>22. Any onward revision in rates agreed between Customer and Airtel, shall be applicable from next billing cycle.</p>	
<p>23. Force Majeure: Except as provided herein, no Party shall be liable to the other for any delay in the performance or non-performance of any of its obligations hereunder (and shall not be liable for any loss or damages caused thereby) where the same is occasioned by any cause whatsoever that is beyond its control including but not limited to an act of God, war, civil disturbance, requisitioning, governmental or parliamentary restrictions, prohibitions or enactments of any kind, import or export regulations, exchange control regulations, breakdown of machinery, fire, under water cable cuts or accident, shipwrecks, non-availability of vessels or transport.</p>	
<p>24. In case of conflicting terms between various documents, unless specifically mentioned, following will be the priority of the document for interpretation of the term, in descending order: (1) CAI, 2) MSA, 3) T&C, 4) IFO.</p>	
<p>25. Limitation of liability: Notwithstanding anything under this agreement, Airtel's total liability to the other for all claims, in the aggregate, arising in connection with this agreement (including any service orders) whether in contract or in tort (including for breach of warranty, negligence and strict liability in tort), will be limited to an amount equal to the fees paid under this agreement (or the applicable service order) for the preceding twelve (12) month period from the date of such claim.</p>	
Deviations	
<p>Airtel Signature & Stamp</p>	
<p>Name (Airtel authorized signatory): Designation:</p>	
<p>Signature of Shail Educational and Welfare Society</p>	
<p>Name (Customer authorized signatory): MUKESH KUMAR TIWARI Designation: CHIEF ADMINISTRATIVE OFFICER</p>	

System Administrator
IIST/ITP/INIR



APNIC Second Opinion Request Form						
S.No	Information			Answer		
1	Net Name :			Starneteleservices.com		
2	Description Of Organisation			Name	SHAIL EDUCATIONAL & WELFARE SOCIETY	
				Type Of Business	Education	
				Address	OPP. IIM, Kow-pithambare Road Village Sehni Ray Indore	
3	No. of IP Addresses Requested					
4	Future Plan					
This section is used to describe the customer's plans for using the requested address in the network infrastructure over the next year.						
	S.No	Start IP	End IP	Hosts Now	Hosts in 6 Months	Hosts in 1 Yr
	eg.	0.0.0.0	0.0.0.8	6	8	16
	i	0.0.0.0	0.0.0.0	6	8	8
	ii					
	iii					
	iv					
	v					
	vi					
	vii					
5	Existing Network			skip this section If customer does not currently hold any IP address space		
	S.No	Start IP	End IP	Remarks		
	e.g	203.122.32.0	203.122.32.64	Previously allocated by xyz ISP		
	i					
	ii					
	iii					
	iv					
	v					
	vi					
6	Additional Information (the network topology of the customer site via diagrams (Soft Copy) and detailed explanations the address space usage and subnetting plans. For future Plan (new IP addresses)					
The additional information field is used to provide any other information that may help to justify the request for address space. The information you provide in this field can help APNIC to evaluate your request more rapidly.						

Note: Please use a network name that identifies the network and relates to the organisation that is requesting the address space. e.g. ABC-PVT-LTD



M. K. ...
System Administrator

IIST/HP/HMR



AGREEMENT FOR THE PROVISION OF SERVICES

This Agreement for the provision of Services (hereinafter the "Service Agreement" or "Agreement") made at Indore on 20 day of 02 2019

BY AND BETWEEN

Bharti Airtel Limited, a company incorporated under the Companies Act, 1956 having its registered office at Bharti Crescent, 1, Nelson Mandela Road, Vasant Kuti Phase II, New Delhi - 110 070 (hereinafter referred to as "Airtel" which expression shall, unless repugnant to the context, mean and include its successors and permitted assigns),

AND

SHAIL Educational & welfare Society (Name of the Company), a company incorporated under the Companies Act, 1956 having its registered office at Opp: ITM, Rau-Bithanpura Road, Village Naini Rau Indore (M.P.) (hereinafter referred to as "the Customer" which expression shall, unless repugnant to the context, mean and include its successors and permitted assigns)

Airtel and the Customer shall be individually referred to as "Party" and jointly as "Parties".

WHEREAS Airtel is a Service provider in the telecommunications industry and provides fixed line, cellular and data Services in India under licenses granted by India's Department of Telecommunications;

AND WHEREAS the Customer is a company engaged in the business of Education

AND WHEREAS the Customer has approached Airtel and has expressed its desire to avail Services from Airtel as per the terms of this Service Agreement;

AND WHEREAS based on the representations mentioned herein, Airtel has agreed to provide the Services to the Customer and the Customer has agreed to avail the Services from Airtel as per the terms and conditions detailed herein;

1. Definitions

"Affiliate" - shall mean any person, now or hereafter existing, who directly or indirectly controls, is controlled by, or is under common control with a Party hereto; a person "controls" another person if it holds or is beneficially entitled to hold, directly or indirectly, other than by way of security interest only, more than fifty (50%) of its voting rights, income, or capital.

Customer Application Form" or "CAF" - shall mean the Customer Application Form(s) which describes the further terms, conditions, specifications, and pricing of the Services.

Effective Date" - shall mean the date by which both of the Parties have signed the Agreement.

"Force Majeure Event" - shall mean any cause beyond the reasonable control of either Party hereto including, but not limited to, action by a governmental authority, moratorium on any activities related to this Agreement, labour dispute, flood, earthquake, fire, lightning, epidemic, war, riot, civil disturbance, sabotage, adverse weather conditions, accidents, or other circumstances or conditions that render unsafe or unreasonable for either Party's personnel to travel to or enter onto the affected site, unforeseen material or facility shortages or unavailability not caused by such Party's failure to timely place orders therefore or lack of transportation facilities.

"Installation Report Date" - shall mean the date of completion of installation, provisioning and/or testing (where applicable) of the Services by Airtel which date will be notified to the Customer by Airtel. The INSTALLATION REPORT Date shall be determined with due consideration of the Customer Requested INSTALLATION REPORT Date in the Customer Application Form but shall be ultimately determined in accordance with this Agreement.

"Service(s)" - shall mean the Services to be performed by Airtel as more specifically described in the applicable Customer Application Form to be signed by the Customer while availing the Services.

NOW, THEREFORE, IN CONSIDERATION FOR THE MUTUAL PROMISES AND OBLIGATIONS CONTAINED HEREIN THE PARTIES AGREE AS FOLLOWS:

1. TERM

This Agreement shall commence from the Effective Date and shall submit unless terminated in accordance with the terms and conditions mentioned herein.

2. SCOPE OF THE AGREEMENT

Customer may procure from Airtel from time to time the Services as are detailed in the applicable Customer Application Form. Airtel, either directly or through its affiliated or underlying providers, shall deliver the Services on a non-exclusive basis and Customer shall utilize the Services as per the specifications described in the Customer Application Form. The Customer shall submit duly executed CAFs and other documentation that may be applicable and presented in relation to the respective Services. The Parties may, by mutual agreement, add additional Services by executing additional Customer Application Forms.

3. CUSTOMER'S OBLIGATION

- Customer shall use the Services strictly in accordance with the applicable laws and for the limited purposes of the object of this Agreement.
- Customer shall extend full and complete support and furnish all the necessary information and requisite documents to Airtel necessary and in relation to the Services.
- The Customer shall not modify, rearrange, disconnect, remove, relocate or replace or permit any of its employees, agents or any third party to modify, rearrange, disconnect, remove, relocate or replace the equipment or materials that may be installed for the purposes of Services under this Agreement.
- The Customer shall, on termination of this Agreement be responsible for return of all the equipment(s) and/or material(s) to Airtel or its designee without any protest, hindrance or any claim of whatsoever nature. It is provided that during the term of this Agreement, the Customer shall be liable for any damage to the equipment(s) and/or material(s) due to the acts of omission or commission on the part of the Customer to the extent of the full value of the equipment(s) and/or material(s). Any claim on this account shall be recoverable from the Customer and Airtel may raise the demand thereof in the invoice raised against the Customer.
- The Customer shall, at all times, co-operate with and provide all the necessary support to Airtel representatives and grant them access to the premises, locations or facilities for the purposes of installation or commissioning of any equipment(s) and/or material(s) and to periodically inspect the same for maintenance or problem diagnosis and isolation of faults.

Agreement for Provisioning of Services

Page 1 of 4



Airtel
System Administrator

- (vi) The Customer shall give access to Airtel (at free of charge) or its authorized representative to sources of electrical power, water, and any other necessary utilities and facilities or to the Customer's premises which may be required by Airtel to provide the Services efficiently.
- (vii) The Customer shall be solely responsible for the content of the voice and data transmitted and carried through the resources/Services provided by Airtel and the Customer shall use the same in accordance with all applicable statutory or regulatory rules, regulations and guidelines. The Customer shall not use the resources for sending any data or messages which is/are offensive, abusive or indecent and obscene or in violation of any applicable law. The Customer shall be solely liable and responsible for any breach of the aforesaid obligation and no liability arising from such breach shall taster on Airtel.
- (viii) The Customer shall not directly or indirectly reproduce, distribute, publish, copy, download or otherwise exploit any content belonging to a third party, which is protected by copyright or other intellectual property rights, unless the Customer owns or controls the relevant rights thereto or has obtained all the requisite licenses and approvals in connection with such use.
- (ix) The Customer acknowledges, agrees and authorizes Airtel to access, copy, amend or delete any content uploaded by the Customer through use of the Services, if the same is defamatory or in breach of any legal or regulatory provisions.
- (x) The Customer shall not use the network for anti-national activities or in such a manner which would endanger or make vulnerable a networked infrastructure (including acts of break-ins (hacking) of any networks or web sites) and undermines Airtel in this respect.
- (xi) In an event, the Customer is engaged in application Services i.e., Services like tele-banking, tele-medicine, tele-education, tele-trading, e-commerce, call centre, network operation center, etc. and uses the Services provided by a Service provider other than Airtel for the same, the Customer shall, in such cases, provide to Airtel the copy of Other Service Provider's registration along-with a duly approved certificate and network architecture by the Department of Telecommunications, Government of India. The Customer has agreed and undertaken to provide the aforementioned documents to Airtel at the time of execution hereof. The Customer further undertakes that the Services availed by it shall be used by it only in the accordance with the terms and condition of the relevant registration. For the purposes of this clause, Other Service Provider shall mean an entity which offers Services like tele-banking, tele-medicine, tele-education, tele-trading, e-commerce, call centre, network operation centre and other information technology enable Services by using telecom resources provided by authorised telecom Service providers.
- (xii) Any failure on the Customer's part to fulfil its obligations as mentioned in this Clause shall be deemed to be a material breach of the terms of this Agreement.

4. CONTENTS/ DATA

- (i) The Customer understands and agrees that Airtel is a Service provider of telecommunication Services and that Airtel does not audit, verify, select or modify the information/ data transmitted by the Customer using the Services, except as required by law. In the event that a court of competent jurisdiction makes any award of damages against Airtel (and/or its officers, employees, Affiliates and their agents) with regard to a copyright infringement or any type of intellectual property claim, defamation claim, claim of publication of obscene, indecent, pornographic, offensive, racist, unreasonably violent, threatening, intimidating or harassing material and/or claim of infringement of data protection, privacy, criminal or other legislation, due to any act or omission by the Customer, then the Customer agrees to indemnify and hold harmless Airtel, its officers, employees, affiliates and agents from and against any such damage and/or any costs or expense incurred in connection therewith.
- (ii) The Services are provided on an "As is and Available" basis without warranties of any kind either express or implied, including but not limited to warranties of title, non-infringement or implied warranties of merchantability of fitness for a particular purpose. No advice or information given by Airtel, its affiliates or their respective employees shall create a warranty. The Customer shall solely at its own cost ensure that its Equipment is adequately protected and Airtel accepts no responsibilities or liabilities of any kind for loss of any data files. Notwithstanding the generality of the aforesaid, Airtel shall provide the Services in accordance with the terms and conditions of this Agreement. In addition, Airtel shall not be responsible towards the Customer for malfunction or interruptions in the Service caused by the actions of third party carriers, other third parties or Force Majeure. Airtel shall in no case be responsible towards the Customer for damages to or loss of data, information or other content while using the Services.

5. CONSIDERATION

Airtel shall raise invoices for the Service on the basis of the criteria laid down in the Service specific T&C document/ CAF. Non-payment of the invoices raised by Airtel, within the time frame specified therein, shall be deemed to be a material breach of the terms of this Service Agreement by the Customer.

5. REPRESENTATION AND WARRANTIES

Each Party represents and warrants that:

- (i) It has all requisite power and authority to execute, deliver and perform its obligations under this Agreement and, further, that it has been fully authorized by all requisite corporate actions to do so.
- (ii) It has all necessary statutory and regulatory permissions, approvals, licenses and permits for running and operating its establishment and conducting its business.
- (iii) The execution and performance of this Service Agreement by either of the Parties does not and shall not violate any provision of any existing arrangement, law, rule, regulation, order or judicial pronouncement.

6. NO IMPLIED WARRANTY

Except as provided in the Agreement there are no other express or implied warranties, representations, undertakings or conditions.

7. CONFIDENTIALITY

The Parties acknowledge and agree that in connection with this Agreement, each Party will have access to information relating to the other Party's or its Affiliate's business affairs, operations, products, processes, methodologies, formulae, plans, projections, know-how, IP, market opportunities, suppliers, Customers, marketing activities, sales, software, computer and telecommunications systems, costs and prices, wage rates and records pertaining to finances and personnel ("Confidential Information") and hereby agree not to disclose any Confidential Information to any third party and not to use any such Confidential Information for any purpose other than as strictly required for the performance of this Agreement. All such Confidential Information is and shall remain the exclusive property of the disclosing Party and no license shall be implied to be granted with respect to such Confidential Information by reason of the other Party's access to such Confidential Information.

8. INDEMNIFICATION

Each Party shall defend, indemnify and hold harmless the other Party and its respective officers, directors, employees, affiliates and agents from and against all claims, actions, judgments, costs and all related expenses relating or arising out of:

- (i) breach of any terms and conditions of this Agreement.
- (ii) violation of applicable laws or non-compliance with the with regulatory/legal requirements and compliances
- (iii) any bodily injury (including death) and damage to real property and tangible personal property.

Agreement for Provisioning of Services



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System Administrator

- (v) fraud, negligence, misconduct, wrongful acts of omission or commission on the part of such Party or its employees, agents or its representatives;
- (v) any loss of property belonging to the other Party due to the acts of omission or commission of the other Party

9. Limitation of Liability

- (i) Notwithstanding anything to the contrary, except for liability arising out of breach of confidentiality, loss of property, death and bodily injury, gross negligence and willful misconduct of the defaulting Party, neither Party shall in any event be liable to the other Party for damages exceeding the Service charges paid by the Customer to Airtel during the financial year period prior to the date of such claim.
- (ii) Under no circumstances, whether based on contract, warranty, negligence, strict liability, or otherwise, shall Airtel or its Affiliates be liable for any special, consequential, indirect, incidental or punitive damages of any kind or character, including but not limited to, loss of profits or revenues, loss of product, loss of use, cost of capital and the like, arising out of or related to any performance under or breach of this Agreement. The parties specifically acknowledge that the pricing provisions of this Agreement reflect such allocation of risk and limitation of liabilities.

10. TERMINATION

- (i) This Services Agreement may be terminated by Airtel by giving one month's notice in writing to the Customer, without assigning any reason whatsoever.
- (ii) Either Party shall have the right to terminate the Services Agreement forthwith after giving notice (hereof to the other Party, in the event of: (i) insolvency of the other Party or if the audited financial results of the business of the other Party discloses that the total liabilities of the business of the other Party exceeds all its assets; (ii) if the other Party enters into an arrangement or composition with its creditor(s) or if a Court Receiver is appointed for the other Party's property or any part thereof; (iii) if a resolution is passed to wind-up the other Party's business; (iv) Failure of the other Party to obtain or maintain any license necessary for the conduct of the business of the other Party pursuant to this Agreement.
- (iii) Either Party can terminate the Services Agreement by giving a 30 days notice of a material breach by the other Party ("the Breaching Party") as per the process set forth in this clause. The Non-Breaching Party will provide the Breaching Party with written notice of any material breach as soon as it occurs, describing in detail the nature of the material breach. Following receipt of such notice the Breaching Party will have an opportunity to remedy the material breach within 30 days of receipt of the same. If the material breach is not cured during the remedy period agreed (or as set forth above) the Non-Breaching Party would be entitled to terminate this Agreement forthwith, without providing the breaching Party any further written notice for the same.
- (iv) Either Party may terminate the Service Agreement by giving notice in case the force majeure condition prevails for more than 30 days.
- (v) If the Customer has any overdue payments towards Airtel during the subsistence of this Services Agreement for 45 days or more from the date of the invoice, Airtel may terminate the Services Agreement forthwith at its sole discretion.
- (vi) Airtel may forthwith terminate this Services Agreement or withdraw any Services provided under the Agreement, in case of violation of the applicable laws by the Customer.
- (vii) in the event the Customer is not availing any Service under the Services Agreement for a continuous period of 180 days, this Agreement shall stand terminated on expiry of the 180th day.
- (viii) Termination of this Service Agreement shall result in the termination of the entire Agreement including the Service(s) availed by a Customer by signing the CAF.

11. EFFECT OF TERMINATION

All charges and bill(s) payable by the Customer to Airtel under the Agreement shall become immediately due and payable to Airtel. The Customer shall immediately return to Airtel all Airtel's equipments in good working condition, reasonable wear and tear excepted.

12. GOVERNING LAW, JURISDICTION AND DISPUTE RESOLUTION

This Service Agreement shall be governed by the laws of India. Any dispute hereunder will be resolved through arbitration by 3 arbitrators on each nominated by the Parties and the third shall be selected by the two appointed arbitrators, as per the terms of the Indian Arbitration and Conciliation Act of 1996. The venue for such arbitration proceeding shall be New Delhi. The courts in New Delhi shall have the exclusive jurisdiction in all matters arising out of this Service Agreement.

13. CUMULATIVE REMEDIES

The exercise by Airtel of any right or remedy under this Service Agreement does not preclude the exercise of any other rights or remedies, all of which are cumulative and are in addition to any other right or remedy given under this Service Agreement.

12. ASSIGNMENT

Neither Party shall assign or sub-contract its rights or obligations under this Service Agreement to any other person, entity or affiliate without the prior written consent of the other.

13. INTELLECTUAL PROPERTY RIGHTS

Except as expressly permitted in writing by an authorized representative of the other Party, neither Party would be entitled to use the other Party's name or logo in any external communication or marketing material nothing in this Agreement shall confer or be deemed to confer on either Party, any right, title or interest in the other Party's IP and each Party hereby acknowledges that it shall not acquire any right, title or interest in respect thereof during the term of this Agreement.

14. RELATIONSHIP OF THE PARTIES

This Service Agreement is being entered into on a Principal to Principal basis and will not be deemed to create a partnership, agency, joint enterprise or employer-employee relationship between the parties.

15. FORCE MAJEURE

Neither Party shall be liable to the other for any delay in the performance or any non-performance of any of its obligations hereunder (and shall not be liable for any loss or damages caused thereby) where the same is occasioned by any cause whatsoever that is beyond its control.

16. WAIVER

Agreement for Provisioning of Services

Page 3 of 4



Airtel
System Administrator

IIST/IIP/IIMT

No waiver by Airtel of any breach by the Customer of any of the provisions of this Service Agreement shall be deemed to be a waiver of any preceding or succeeding breach of such provision or any other provisions hereof. No such waiver shall be effective unless in writing and then only to such extent as may be expressly set forth in writing by Airtel.

17. SEVERABILITY

In the event of any of the provisions of this Service Agreement being held invalid or unenforceable by a competent court of law, in whole or in part, such provisions, to the extent enforceable, and all other provisions, shall nevertheless continue to be valid and enforceable as though the invalid or unenforceable provisions had not been included in this Service Agreement.

18. NOTICE

Notices will be in writing and will be sent to the addresses listed here. Any notice may be delivered personally, by facsimile, or through internationally recognized courier and will be deemed to have been served upon actual receipt.

Airtel: -

Attn:
Bharti Airtel Ltd
Ashwari Maheshwari
T.S.M - Indore

Customer:

Attn:
Shail Educational & welfare Society
Mukesh Kumar Tiwari
Chief Admin officer - Indore

19. ENTIRE AGREEMENT:

This Service Agreement, and annexure list of documents as mentioned below duly signed by authorized signatory form the entire agreement ("Agreement") for the provisioning of the Services by Airtel to Customer. This Agreement contains the entire Agreement between the Parties with respect to the subject matter hereof and there are no further or other promises, representations, warranties or agreements or understandings, whether written or oral, except as contained herein.

It is clarified that in case of any inconsistency between any documents provided by the Customer and any provision of this Service Agreement, then the provisions of this Service Agreement shall prevail. Customers agrees to provide to complete this Service agreement -

- 1) Annexure 1 - Customer Enrolment Form (CEF)
- 2) Annexure 2 - Customer Application Form (CAF)
- 3) Annexure 3 - Terms & Conditions (T&C)
- 4) Annexure 4 - Applicable Service Level Agreement (SLA)
- 5) Annexure 5 - Proof of Identity
- 6) Annexure 6 - Proof of Address
- 7) Annexure 7 - Applicable Service Network Diagram

*IN WITNESS WHEREOF THE PARTIES TO THIS AGREEMENT HAVE SET THEIR RESPECTIVE HANDS ON THE DAY AND YEAR FIRST HEREINABOVE MENTIONED.

<p>SIGNED AND DELIVERED</p> <p>On behalf of Bharti Airtel Limited by its authorized signatory</p> <p>In the presence of:</p>	<p>SIGNED AND DELIVERED</p> <p>On behalf of _____ by its authorized signatory</p>  <p>In the presence of:</p> 
---	---

Milind

System Administrator





INDORE INSTITUTE OF SCIENCE & TECHNOLOGY

Approved by AICTE, New Delhi, Affiliated to RGPV, Bhopal, Recognized by UGC under Section 2(f)

Annexure 3 to the MSA

Terms & Conditions ("T&C") for Internet Services from Bharti Airtel Limited

CONTRACT TERMS:

- The terms in this T & C are to be read in conjunction with the MSA / Agreement for the Provision of the Services ("Agreement") that is signed between the Customer and Bharti Airtel Limited. Reference to the MSA / Services agreement is to be given in the addendum. In the absence of a signed MSA / Service agreement, Bharti Airtel's standard MSA / Service agreement will be deemed accepted as the reference agreement. The T&C's apply to the Services ordered by the Customer Application Form (CAF) signed on date 20/02/2019(dd/mm/yyyy).
- Following the execution of this T&C, and provided that: (i) Airtel has received from Customer all necessary contractual documents and technical information that it deems necessary for Service provisioning and implementation (including a signed Customer Application Form), and (ii) the Service provisioning is deemed technically feasible by Airtel, then Airtel shall proceed with the provisioning and implementation of the Service. Unless otherwise agreed in writing, Customer shall be responsible to arrange for any equipment or matching facilities by the INSTALLATION REPORT (Date and shall indemnify Airtel from any cost or expense incurred by Airtel for Customer's failure to do so;
- Upon its completion of provisioning and implementation of the Service, Airtel shall notify the Customer of Service being ready on per site basis; this notification will be sent via email to the Customer nominated contact as per the CAF. Customer shall thereupon have three (3) business days to perform its own acceptance tests based on testing parameters shared with Airtel in advance and to either: (i) accept delivery of the Service by notifying Airtel via an email/written communication; or (ii) submit to Airtel a Service Non-compliance Notice specifically identifying any non-compliance of the Service. If Airtel is able to confirm or validate such Service Non-compliance, then Airtel shall proceed to rectify such Service Non-compliance and a new date for Service delivery and re-testing shall be agreed by the Parties.
- The date Airtel notifies the Customer of the Service being ready shall be deemed the Installation Report Date. If, within three (3) business days after Airtel's first notification of Installation Report Date to the Customer, either: (i) Customer fails to notify Airtel of its acceptance, or (ii) Airtel does not receive a Service Non-compliance Notice from Customer detailing any non-compliance, then in either case, the Installation Report Date shall be deemed to have correctly occurred, the Service shall be deemed to have correctly been delivered and accepted, and Airtel shall have full right to commence invoicing Customer for the Service as of the said Installation Report Date on per site basis.
- The 'Initial Term' for the Service shall start on the Installation Report Date and continue for an initial term consistent with the Service duration set forth in the Customer Application Form (CAF). Upon the expiration of the Initial Term, this Agreement shall be renewed automatically for successive Terms equivalent in duration to the Initial Term unless terminated by either Party by providing a three (3) month written notice of its intention not to renew this Agreement prior to the end of the Initial Term or any current Renewal Term.
- All charges payable by the Customer for the Services are exclusive of any and all applicable taxes, including value added taxes, sales taxes, duties, fees, levies or surcharges imposed by, or pursuant to the laws, statutes or regulations of any governmental agency or authority, all of which shall be the sole responsibility of Customer and paid promptly when due by the Customer. All amounts payable by Customer under this Agreement shall be made without any deduction, set-off or counterclaim;
- Any upgrade / downgrade of Service will be considered extraneous to this contract and will require modification / renewal with mutual consensus. Airtel at its sole discretion may bill for the originally contracted Service for the term of the contract and Customer is in agreement to pay billed amount;
- For the completion of the Service, Airtel may have to deliver, install and maintain equipment ("Equipment") on Customer's site(s). Unless explicitly sold to Customer, the Equipment remains the exclusive property of Airtel and shall be returned to Airtel immediately upon request in the same condition as it was initially provided excepting reasonable wear and tear. Airtel at its sole discretion may not allow termination of other network links on its equipments. Further Customer shall also be responsible for the protection of such Equipment from loss, theft, damage, or destruction of any kind while in its possession and shall bear all such risks with respect to the Equipment until it is returned to Airtel.
- Customer shall use and keep all Airtel Equipment in good working condition.
- The equipments should be kept in neat and controlled HVAC environment, complying to the ITU-T K series recommendations for environmental conditions.
- Proper earth for Earth-Neutral voltage to be 2V and the earthing resistance to be maintained less than or equal to one Ohm not only for safety of personnel but performance, as specified in ITU-T SG5 recommendations.
- Conditioned power supply with sufficient power backup for the equipments to be provided.
- Separate conduits/ducts with minimum distance of 12 inches for routing of data and power cables.
- Provide free of charge, when so required by Airtel, all facilities and resources whatsoever necessary for the proper installation, operation and maintenance of the Equipment(s) required for provisioning of the Service including, but not limited to, power points, electricity, conduits, pipes, Floor space required: 1m² x 1m² x 2.2mts height (front and rear access required) for telecom Rack. Air-conditioned and dust free environment (22 c +/- 1c), dedicated earthing for equipment, UPS 240v/50hz/32Amps power points- 2nos, Earth-neutral voltage of UPS output should be less than 2 volts Cutouts in false floor for cable entry 200mm x 200mm, 24 hours x 365 days power supply for Airtel equipment with a notice of 24hours in case the power needs to be cut, etc.
- Customer shall at its own expense obtain such consents, authorizations, or approvals as may be required by Airtel to enter the Customer's sites and to allow Airtel to access, bring upon, install, store, use, maintain and Service Airtel's equipment on the Customer's site(s). For the avoidance of doubt, it is hereby agreed by the Parties that any delay by the Customer in obtaining any such consents or authorizations required under this clause will delay the performance of Airtel's obligations under this Agreement without any liability being incurred by Airtel.
- Airtel shall not be responsible for installation and maintenance of any equipment not supplied by it.
- Any equipment bought from Bharti Airtel Limited will be governed by the T&C's for equipment sale and need to be signed independently.
- All capitalized terms not defined in the T&C shall have the meanings assigned to it under the Service Agreement. For avoidance of any doubt, all terms and conditions which are not explicitly mentioned here will be continued to be governed by the Service Agreement.
- All complaints SLA will be 4 hours with Working hrs (9am to 9 pm)
- All requests will be resolved between 24hrs - 72hrs.
- Circuit's origination from tier-3 cities, called as remote towns/locations, will have differed SLA, as the engineer has to travel from Nearest Tier-2 Cities.
- In case, Customer's owned equipment's used for network built up as CPE, then the downtime caused due to his/own equipments will not be considered for SLA calculations.

Signature

System Administrator

IIST/IT/IMR

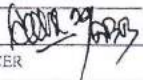


23. PAYMENT TERMS:

- I. Airtel shall invoice Customer via email to the email address or send it via recognized courier Service to the address as per agreed invoice cycle indicated in the relevant Customer Application Form for: (i) the Services charges set forth in the applicable Customer Application Form(s) (prorated for any partial usage period); and (ii) any other charges, including but not limited to installation or any other additional Service charges set forth in the applicable Customer Application Form or such other mutually agreed fees or charges applicable to the Service which have been reasonably incurred by Airtel on behalf of Customer (collectively referred to as the 'Additional Service Charges');
- II. All Services Charges and Additional Service Charges are exclusive of any and all applicable taxes, including value added taxes, sales taxes, duties, fees, levies or surcharges imposed by, or pursuant to the laws, statutes or regulations of any governmental agency or authority, all of which shall be the sole responsibility of Customer and paid promptly when due by the Customer. All amounts payable by Customer under this Agreement shall be made without any deduction, set-off or counterclaim;
- III. Unless otherwise set forth in the Customer Application Form, the Services Charges and Additional Service Charges shall be payable in the currency detailed in the Customer Application Form within fifteen days (15) Days from the invoice issue date;
- IV. All One time charges if applicable to be paid 100% in advance along with the CAF for the sites;
- V. 1st quarter recurring charges to be paid 100% in advance along with the CAF for the sites;
- VI. Recurring charges to be paid as per agreed invoice cycle in CAF in advance installments by the due date mentioned on the invoice;
- VII. In case of multi locations order, billing will start for the individual link from the date of handover of the respective Service. The handover date will be the INSTALLATION REPORT date;

23. SUSPENSION & TERMINATION:

- I. Customer may terminate any Service(s) upon thirty (30) Days prior written notice to Airtel provided that if such termination occurs prior to the Installation Report Date of the above mentioned Service(s), Customer shall reimburse Airtel for all costs incurred by Airtel in the implementation of the terminated Service(s) and Monthly recurring charges for six (6) months;
- II. In the event of a termination of Service by the Customer after the Installation Report Date, Customer will have to give prior notice of one (1) month to Airtel and Customer shall pay to Airtel: (A) all Services Charges and Additional Services Charges for Services previously rendered and still unpaid; and (B) 100% of the monthly recurring Services Charges for the remainder of the then-current Initial Term or Renewal Term as applicable; (C) 100% of "Third Party Service" (as defined in the SLA) costs when applicable;
- III. Upon suspension/ termination all charges and bill(s) payable by the Customer to Airtel under this T&C shall become immediately due and payable to Airtel. Further Customer shall immediately return to Airtel all Airtel's Equipments in good working condition, reasonable wear and tear excepted;

CUSTOMER	
Company name	SHAIL EDUCATIONAL AND WELFARE SOCIETY
Address	OPP. IIM-INDORE, RAU PITHAMPUR ROAD, VILLAGE : DEHRU KALYAN, INDORE (M.P), PIN : 453331
Authorized Representative - Name	MUKESH K. TIWARI
Authorized Representative - Signature	
Title	CHIEF ADMINISTRATIVE OFFICER
Date	20-FEB-2019



Bharti Airtel Limited	
Authorized Representative - Name	Ashwani Malleshwari
Authorized Representative - Signature	
Title	TSM
Date	20/2/19

Ujwal
System Administrator

IIST/IIP/IIMR



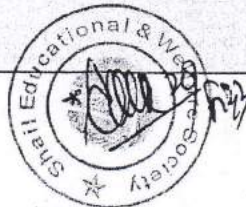


INDORE INSTITUTE OF SCIENCE & TECHNOLOGY

Approved by AICTE, New Delhi, Affiliated to RGPV, Bhopal, Recognized by UGC under Section 2(f)

REGULATORY TERMS GOVERNING INTERNET BANDWIDTH SERVICE

- The Terms and conditions mentioned herein shall form an integral part of the services being rendered and shall be binding on the Customer.
- The Customer undertakes to fully comply with all applicable laws and regulations including without limitation, the provisions of the Indian Telegraph Act 1885, the Indian Telegraphs Rules, 1951 made thereunder, Indian Wireless Act 1933, Information Technology (IT) Act 2000 and TRAI Act 1997 and any subsequent amendments or replacements made thereto from time to time.
- The Customer shall ensure that the Services provided by Airtel shall not be used for any purposes other than the purposes permissible under the applicable statutory or regulatory provisions as may be amended from time to time by the Telecom Regulatory Authority of India and Department of Telecommunications, Government of India.
- The Customer shall be responsible to obtain its own IP address and domain name from the competent authorities. In case the IP addresses are taken from Airtel, the same are not assignable or portable and shall be mandatorily returned to Airtel on the termination of the Services.
- The Customer agrees and undertakes not to use the Services for any of the following activities:
 - Voice communication by means of dialing a telephone number (PSTN/ISDN/PLMN)
 - Originating the voice communication from a telephone in India.
 - Terminating the voice communication at a telephone within India.
 - Establishing connection to any Public Switched Network in India and/or establishing gateway between Internet & PSTN/ISDN/PLMN in India.
 - Use of dial up lines with outward dialing facility from nodes.
- The Customer is permitted to use encryption upto 40 bit key length in the RSA algorithm or its equivalent in other algorithms without having to obtain permission. However, if the encryption requirement is higher than this limit, the Customer shall obtain the permission of the concerned Telecom Authority and shall deposit the encryption key, split into two parts, with such Telecom Authority.
- Airtel may block internet sites as identified and directed by the Department of Telecommunications, Telecom Authority or any other authorised agency from time to time.
- Customer has given Bharat Airtel to understand that the required measures are taken by Customer to ensure that spam/malicious traffic is not generated from customer end. Anytime spam activity/unwanted/malicious is observed from customer end, Airtel will terminate the link immediately without any further notice.
- Customer agrees that Airtel Network and Services must be used only for lawful purposes. Customer may not use Airtel's Network and Services in order to transmit, distribute or store material (a) in violation of any applicable law or regulation; (b) in a manner that will infringe the copyright, trademark, trade secret or other intellectual property rights of others or the privacy, publicity or other personal rights of others; (c) that is fraudulent, obscene, defamatory, libelous, threatening, abusive or hateful or contains a virus, worm, Trojan horse, or other harmful computer code; (d) containing fraudulent offers for goods or services or any promotional materials that contain false, deceptive or misleading statements, claims or representations or (e) generally, in a manner that may expose Airtel or any of its personnel to criminal or civil liability. (f) send e-mail messages which are excessive and/or intended to harass or annoy others; (g) continue to send e-mail messages to a recipient that has indicated that he/she does not wish to receive them; (h) send e-mail with forged TCP/IP packet header information; (i) send malicious e-mail, including, without limitation, "spamming"; (j) hijacking of IP space or (k) send or receive e-mail messages in a manner that violates the use policies of any other internet service provider.
- The Customer shall maintain a log of all users availing the Services (either through mail, telnet, http, etc.) and shall also maintain a log of every outward login or telnet through its computers. These logs, as well as copies of all the packets originating from the Customer Premises Equipment ("CPE"), must be available in real time to the concerned Telecom Authority. The Customer undertakes not to permit log-ins, where the identity of the logged-in user is not known.
- Airtel warrants that the Services shall be of the acceptable grade, consistent with the established and generally accepted standards. Quality, functionality and/or availability of the services, may be affected and Airtel is entitled to refuse, limit, suspend, vary or disconnect the services, at any time, for reasonable cause, including, but not limited to, the following:
 - Any violation of applicable rules, regulations, orders, directions, notifications, conditions of License Agreement etc. issued by the Government/Telecom Regulatory Authority of India ("TRAI") etc; any discrepancy in the particular(s) provided by the Customer;
 - If the Customer is in default (including past defaults) in making payment for the Services or for any other telecom service provided by Airtel;
 - During technical failure, modification, up-gradation, variation, relocation, repair and/or maintenance of the systems/equipment;
 - To combat potential fraud, sabotage, willful destruction, national security or for any other force majeure reasons etc;
 - Transmission limitations caused by topographical, geographical, atmospheric, hydrological and/or mechanical or electronic constraints/limitations and/or due to non-availability of suitable technical sites to install/upgrade network.
 - Due to acts of God or circumstances beyond the control of Airtel including insurrection or civil disorder, or military operations, national or local emergency, industrial disputes of any kind (whether or not involving Airtel employees), fire, lightning, explosion, flood, inclement weather conditions, acts or commission of person or commission of person or bodies for whom Airtel is not responsible or any Act, Regulation or Policy of the Government of India or State Government or any other Statutory Authority.
 - If Services are used in violation of any law, rule/regulation; or for a purpose other than declared by the Customer at the time of subscription.
 - Interconnection failure between Airtel and other service provider(s);
 - Any bonafide action taken by Airtel to protect its Intellectual Property Rights (IPR)
- The customer agrees that he shall not undertake or engage in re-selling of services availed from Airtel under any circumstances unless the customer holds a valid ISP license issued by DoT.
- Airtel may change, amend or revise the above regulatory terms and conditions at any time as and when necessary in order to comply with any statutory, legal or regulatory requirements and the Customer agrees to abide by such modified terms and conditions. Such changes, amendments or revisions shall be deemed to be effective upon posting an updated and duly dated regulatory compliance to the Customer via email, fax, post or through any other medium opted by Airtel.
- In the event the Customer installs any wi-fi network of its own, the Customer:
 - Shall inform the same to Airtel.
 - Undertakes to use the secured wi-fi network connection to avoid any misuse.
 - Undertakes that he shall be solely responsible for any use/misuse of due to any wi-fi installation.
 - Is required to set up and maintain its own authentication for its internet usage / Wi-Fi services.
 - Undertakes to keep a log of all the events on wi-fi network for a period of at least one year and shall provide the same to the regulatory and/or security agencies.



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System Administrator

IST/ITP/IMS



Service Level Agreement

1. Service Level Agreement

Network Uptime - Airtel guarantees network uptime of 99.00%. The service will be considered unavailable in the event of any unscheduled service outage on the Airtel network due to the transmission or equipment failure causing 100% blocking of movements of packets ahead of the Customer link and will be calculated on the monthly basis on Customer's request.

2. Maximum Time to Respond/ Mean time to resolve (MTTR)

The MTTR for a network related problem reported on the Airtel network only is as per table below

Description	MTTR	
	Maximum Time to Respond	Mean Time to Resolve
Airtel Network	30 minutes	4 Hours

*All parameters in Table 2.0 would be calculated by taking an average over a period of 1 calendar month.

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

Network Unavailability will not include any unavailability resulting from:

- (a) Scheduled Maintenance of Airtel Network;
- (b) An interruption during any period when the customer elects not to release the service for testing/ repair/ maintenance and continues to use the Service on an impaired basis;
- (c) Any cut/fault in submarine cable system beyond Airtel control. However Airtel may provide service on best effort basis during this period depending on availability of resources;
- (d) Interruptions due to failure of equipment provided by Customer or other third party on behalf of Customer;
- (e) Acts or omissions of Customer (including the provision of inaccurate information knowingly or unknowingly), or any use or user of the service authorized by Customer or Customer caused outages or disruptions;
- (f) Interconnections to or from and connectivity within other Internet Service Provider (ISP) networks or any other service provider network in India; or
- (g) Disconnection/s due to non-payment of Airtel's dues; or
- (h) Reasons of Force Majeure.

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

Network Availability Guarantee Remedy: In the event the Customer experiences network unavailability during a month in excess of the guaranteed SLG (Table 1.0), the Customer may receive service Credit as per service credit table in Table 2.0.

Parameter	Service Level	Rebate (Hours) in terms of extension of Service
Network Availability	98.99% - 98.00%	1:1
	97.99% - 97.00 %	1:1.25
	Less than 97.00 %	1:1.5



Ushant
System Administrator

IIST/MP/IMR

- 1:1 shall mean that for every 1 hour of network downtime, as measured by Airtel's network, Airtel will extend the service by 1 hour.
- 1:1.125 means for every 1 hour network downtime, as measured by Airtel's network, Airtel will extend the service by 1 hr and 15 minutes
- 1:1.5 would mean that for every 1 hour network downtime, as measured by Airtel's network, Airtel will extend the service by 1 hr and 30 minutes

However the total extension of service offered as service credit shall not be more than three (3) days.

4. Service Credit Claim Process.

All service credit are calculated post completion of one (1) service quarter. To initiate a claim for Service Credit with respect to the Network Availability Guarantees, Customer shall submit a Service Credit Request Form within seven (7) business days after the end of the service quarter during which the outages occurred. Customer to claim service credits within maximum of 90 days post end of a service quarter.

The claim for Service Credit must include the following information:

- a. Customer Name and contact information
- b. TICKET number, circuit ID and billing code.
- c. Product or Service type
- d. Date and beginning /end time of outage
- e. Brief description of the characteristics fault
- f. End User location and circuit ID.
- g. Balance Payment status

5. Planned Outages

- a. Planned preventive network maintenance may be scheduled by Bharti.
- b. All planned outages will be carried out during maintenance window between 0200 hrs to 0600 Hrs IST.
- c. Bharti will inform by Phone, email or fax about maintenance activity to customers at least 14 days in advance. Customers may plan their data transfers accordingly.
- d. Customers shall allow Bharti to carryout maintenance activities as and when required. Bharti 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, Bharti will evaluate the critical ness and carryout maintenance to restore service immediately without any prior notice

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

SIGNED AND DELIVERED

SIGNED AND DELIVERED

Bharti Airtel Limited
Bharti Crescent, 1, Nelson Mandela Road,
Vasant Kunj, Phase II, New Delhi – 110 070




System Administrator

0881/11P/11MR



List of Wifi access point in the campus

Wi-Fi no.	Configuration	Date of Purchase	Location	Department
WAP-011	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Boys Hostel	Boys Hostel
WAP-012	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Boys Hostel	Boys Hostel
WAP-013	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Girls Hostel	Girls Hostel
WAP-014	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Girls Hostel	Girls Hostel
WAP-015	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Girls Hostel	Girls Hostel
WAP-016	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Girls Hostel	Girls Hostel
WAP-017	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Staf Building	Staf Building
WAP-018	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	Staf Building	Staf Building
WAP-019	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Back	IIST
WAP-020	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Back	IIST
WAP-021	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Back	IIST
WAP-022	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Back	IIST
WAP-023	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Left	IIST
WAP-024	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Left	IIST
WAP-025	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Left	IIST
WAP-026	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Right	IIST
WAP-027	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Right	IIST
WAP-028	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Principal Office	IIST

System Administrator

IIST/IIP/IIMR



WAP-029	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Principal Office	IIST
WAP-030	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Admin	IIST
WAP-031	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Admin	IIST
WAP-032	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-A-Block	IIST
WAP-033	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-C-Block	IIST
WAP-034	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Top of Terrace	IIST
WAP-035	AC 150-NXP-B/G/N- with integrated Ant & Giga POE	08-Sep-12	IIST Building-Top of Terrace	IIST
WAP-036	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-037	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-038	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-039	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-040	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-041	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-042	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-043	AS525-BGN	08-Sep-12	Store-Not working	CSE Department
WAP-044	D-Link Wi-Fi Router DIR-878	28-May-18	Admin	IIST
WAP-045	D-Link Wi-Fi Router DIR-878	28-May-18	Guest House	Guest House
WAP-046	D-Link Wi-Fi Router DIR-878	28-May-18	DG Office	IIST
WAP-047	D-Link Wi-Fi Router DIR-878	28-May-18	Naveen Sir Cabin	IIST
WAP-048	D-Link AC WiFi Router 1900	18-Aug-18		

W. S. S.
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WAP-049	D-Link AC WiFi Router 1900	26-Mar-19		
WAP-050	Fortinet FAP 221E-D Indoor Wireless AP-Dual Radio	25-Nov-19	Seminar-02	IIST
WAP-051	Fortinet FAP 221E-D Indoor Wireless AP-Dual Radio	25-Nov-19	Seminar-02	IIST
WAP-052	Fortinet FAP 221E-D Indoor Wireless AP-Dual Radio	25-Nov-19	Seminar-02	IIST
WAP-053	Fortinet FAP 221E-D Indoor Wireless AP-Dual Radio	25-Nov-19	Seminar-02	IIST
WAP-054	D-Link DAP 2680 Access Point	19-Feb-22	Seminar No - 1	IIST
WAP-055	D-Link DAP 2680 Access Point	19-Feb-22	Seminar No - 1	
WAP-056	D-Link DAP 2680 Access Point	19-Feb-22	Seminar No - 1	
WAP-057	D-Link DAP 2680 Access Point	19-Feb-22	Seminar-2	
WAP-058	D-Link DAP 2680 Access Point	19-Feb-22	Seminar-2	
WAP-059	D-Link DAP 2680 Access Point	19-Feb-22	Seminar-2	
WAP-060	D-Link DAP 2680 Access Point	19-Feb-22	Computer Center "C" Block	
WAP-061	D-Link DAP 3666 Access Points	19-Feb-22	Boys Hostel	
WAP-062	D-Link DAP 3666 Access Points	19-Feb-22	Boys Hostel	
WAP-063	D-Link DAP 3666 Access Points	19-Feb-22	Boys Hostel	
WAP-064	D-Link DAP 3666 Access Points	19-Feb-22	Girls Hostel	
WAP-065	D-Link DAP 3666 Access Points	19-Feb-22	Girls Hostel	
WAP-066	D-Link DAP 3666 Access Points	19-Feb-22	Girls Hostel	
WAP-067	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	C-Block FF	IIST
WAP-068	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	C-Block GF	IIST
WAP-069	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	C-Block SF	IIST
WAP-070	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	A-Block GF	IIST
WAP-071	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	A-Block FF	IIST

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WAP-072	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	A-Block SF	IIST
WAP-073	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	B-Block GF	IIST
WAP-074	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	B-Block FF	IIST
WAP-075	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	B-Block SF	IIST
WAP-076	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	Cafeteria	IIST
WAP-077	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	Audi-2	IIST
WAP-078	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	Audi-2	IIST
WAP-079	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	Cafeteria	IIST
WAP-080	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	Seminar Hall-I	IIST
WAP-081	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	Seminar Hall-II	IIST
WAP-082	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	Seminar Hall-II	IIST
WAP-083	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	CDS Cell	IIST
WAP-084	Dual Band POE Access Point DAP- 2680 Indoor Wireless	26-Nov-22	A-Block GF Civil Dept.	IIST

Signature

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