

To

M/S Kerala Fiber Optic Network Limited,  
Thiruvananthapuram, Kerala

Sir,

**Sub – Work Order for Internet Connection (One Gbps FTTH Plan) - Reg:**

Ref : Your quotation dated : **KFON/E/02056/1 - 03/06/2025**

We are pleased to issue the work order for providing a high-speed internet connection (FTTH) at this office. The order is placed for a **1 (One) Gbps FTTH connection with 20,000 GB data cap** along with **1 (one) static IP**. The connection may be provided within 3 (three) weeks from the date of issue of this work order.

**Terms and Conditions**

1. Installation & Equipment Responsibility : Maintenance of all devices and equipment installed by KFON during the contract period shall remain the responsibility of KFON. Any defects, failures, or warranty issues related to such equipment shall be resolved by KFON at no additional cost to CMD.
2. Connectivity Support : KFON shall be responsible for resolving any service interruptions, connectivity failures, or technical issues during the contract period. CMD shall not bear responsibility for faults within the KFON-provided infrastructure.
3. Bandwidth Availability : KFON must ensure that the proposed 1 Gbps bandwidth is reliably available and delivered to CMD premises throughout the contract period, as per the service plan mentioned in the quotation.
4. Service Provisioning & SLA : Service delivery must be in accordance with the guidelines set out in the quotation, including expected delivery timelines, billing cycles, and SLA commitments (where applicable).
5. Security and Safety : CMD shall provide access and basic physical security, while KFON will be responsible for maintaining the integrity and safety of the network hardware it installs.
6. Connection Upgrade, Downgrade, or Termination : Any upgrade, downgrade, or disconnection of the connection may be initiated by CMD before or after the initial four-month contract period, based on performance, operational needs, or revised connectivity requirements. Such changes must be communicated in advance and mutually acknowledged by both parties.

You are requested to initiate the provisioning process at the earliest in accordance with the above terms & conditions. This work order is being issued for an initial period of four months. The billing shall be done on a quarterly basis, and the advance payment for this period will be processed accordingly.

Kindly acknowledge the receipt of this work order.

Yours sincerely,

Administrative Officer  
for Centre for Management Development