

SERVICE ORDER FORM

NO : 033701/SOF/COM/VIII/2020

DATE : 27 Aug 2020

A. DETAIL PERUSAHAAN / Customer Detail

Nama Perusahaan / Company Name : Pgas Telecommunications International PTE LTD
Alamat / Address of Business : Level 39, Marina Bay Financial Center Tower 2, 10 Marina Boulevard,
Singapore 018983, Singapore, Singapore, Singapore
Jenis Usaha / Line of Business : IT & Telecommunication
Alamat Web / Website : www.pgas-international.com
NPWP / Tax Registration Number : 00.000.000.0-000.000
Telepon / Telephone : +65 65898802
Fax / Facsimile :

B. PENANGGUNG JAWAB KEUANGAN / Authorized Financial Personnel

Name / Name : Wina Octariani
Bagian / Department : FINANCE
Jabatan / Job Title : MANAGER
Alamat Email / Email Address : wina@pgas-international.com
Alamat Tagihan / Billing Address : Level 39, Marina Bay Financial Center Tower 2, 10 Marina Boulevard,
Singapore 018983, Singapore, Singapore, Singapore
Telepon / Telephone : +65 65898802
Fax / Facsimile :

C. PENANGGUNG JAWAB TEKNIS / Authorized Technical Personnel

Name / Name : SEPFRANS
Bagian / Department : FINANCE
Jabatan / Job Title : MANAGER
Alamat Email / Email Address : sepfrans@pgas-international.com
Alamat Tagihan / Billing Address : Level 39, Marina Bay Financial Center Tower 2, 10 Marina Boulevard,
Singapore 018983, Singapore, Singapore, Singapore
Telepon / Telephone : +65 65898802
Fax / Facsimile :

D. JASA LAYANAN / Service Requirement

Nama Layanan / Service Name : IPLC02 (IPLC SDH (IPLC02 TAS(Telco Allied Singapore)) 310 Mbps
Kapasitas / Capacity : 310 Mbps

No	Deskripsi / Description	Total Price	Notes
1	Installation Fee	USD 0	ONE TIME CHARGE
2	IPLC SDH (IPLC02 TAS(Telco Allied Singapore) (IPLC02)	USD 620	RECURRING CHARGE

E. TERMS AND CONDITIONS

1. The price shall exclude Tax
2. Terms of Payment is 1 month in advance
3. Minimum contract term is 1 year
In the event of pre-mature termination while PGASCOM can meet the SLA, customer has obligation to pay a sum equal to 100% of the MRC for the remaining period of contract
4. Capacity Availability is Available
5. Delivery time : < 1 days

F. SERVICE LEVEL GUARANTEE

1. PGASCOM shall guarantee CUSTOMER in service availability of telecommunication service at 99.5 every month
2. The service level guarantee is determined with the following formula

Service Level Guarantee [%] = [Usage Hours Per month - Down Time] * 100 / Total Hours per month

G. RESTITUTION

1. If the network availability is lower than the service level guarantee described above, customer will receive restitution from the monthly cost by making adjustment as follow:

Restitution = [Agreed Service Level - Actual Service Level] * Monthly Cost

2. The amount of restitution in a current month shall not be higher than 20% of the monthly cost
3. The provision of restitution is claimed by CUSTOMER in written, no later than 20 (twenty) days from the date and approved by PGASCOM by signing the minute of restitution consent report
4. The provision of restitution is performed by deducting the amount payable for the next following monthly cost with the amount of restitution that has been approved

<p>PT PGAS Telekomunikasi Nusantara</p> <p><u>Choirul Amin</u> KEPALA DIVISI SALES & CUSTOMER SERVICE</p>	<p>Pgas Telecommunications International PTE LTD</p> <p><u>Adhi Nugroho</u> DIREKTUR UTAMA</p>
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