

SERVICE ORDER FORM

NO : 033719/SOF/COM/IX/2020

DATE : 04 Sep 2020

A. DETAIL PERUSAHAAN / Customer Detail

Nama Perusahaan / Company Name : PT Telemedia Dinamika Sarana
Alamat / Address of Business : Gedung C Komplek PGN Lt.1, Jl. KH Zainul Arifin No. 20, Kota Jakarta Barat, DKI Jakarta, 11140
Jenis Usaha / Line of Business : IT & Telecommunication
Alamat Web / Website : www.gasnet.id
NPWP / Tax Registration Number : 02.231.272.2-075.000
Telepon / Telephone : +62 21 30010645
Fax / Facsimile : +62 21 6331381

B. PENANGGUNG JAWAB KEUANGAN / Authorized Financial Personnel

Name / Name : Pitra Wahyudi
Bagian / Department : FINANCE
Jabatan / Job Title : SUPERVISOR
Alamat Email / Email Address : pitra.wahyudi@gasnet.id
Alamat Tagihan / Billing Address : Gedung C Komplek PGN Lt.1, Jl. KH Zainul Arifin No. 20, Kota Jakarta Barat, DKI Jakarta, 11140
Telepon / Telephone : +62 21 30010645
Fax / Facsimile : +62 21 6331381

C. PENANGGUNG JAWAB TEKNIS / Authorized Technical Personnel

Name / Name : Raedi Rahadian
Bagian / Department : IT
Jabatan / Job Title : MANAGER
Alamat Email / Email Address : raedi.rahadian@gasnet.id
Alamat Tagihan / Billing Address : Gedung C Komplek PGN Lt.1, Jl. KH Zainul Arifin No. 20, Kota Jakarta Barat, DKI Jakarta, 11140
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D. JASA LAYANAN / Service Requirement

Nama Layanan / Service Name : DPLC03 (DPLC Ethernet) 10 Mbps
Kapasitas / Capacity : 10 Mbps

No	Deskripsi / Description	Total Price	Notes
1	Installation Fee	Rp 0	ONE TIME CHARGE
2	Aktivasi Allow Vlan 281 site VTS Panjang Center Lampung (Vessel Traffic Service) (Interkoneksi POP Lampung) kapasitas 10 Mbps	Rp 1.500.000	ONE TIME 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 : < 3 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>PT Telemedia Dinamika Sarana</p> <p><u>Rikhi Narang</u> DIREKTUR UTAMA</p>
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