

Ethio Telecom

Addis Ababa

Tele +251113717050

Fax::251113711750

www.awashwine.com

Ref. No AWSC/ _____

Date: 10/31/2024

Subject: Request for PO+ VPN SLA Services

Dear Sir/Madam,

We would like to request VPN SLA (Service Level Agreement) services on behalf of Awash Wine for the following locations and service details:

Head Office

Location: Torhayloch

VPN Service Number: 9990094546

Bandwidth: 50 MB

Mekanissa Branch

VPN Service Number: 9990094546

Bandwidth: 30 MB

We kindly ask that you provide the required SLA documentation and outline the details, including up-time guarantees, support response times, and any other relevant metrics to ensure optimal performance and reliability.

Thank you for your attention to this request. We look forward to your prompt response.

Sincerely,

Daniel Tesfaye

IT Manager