YASHASH CABLE NETWORK Pvt Ltd

- ❖ **Designing building and delivering networks across Karnataka.**
- ❖ **ISP approved from Department of Telecom Services (DTS), Govt. of India.**
- ❖ **Pioneers of Internet & broadband operating since January 2001.**
- ❖ **ISO: 9001-2008 Certified.**

QWINIX

MYSORE

Yashtel
A Division of Yashash Cable Network Pvt Ltd

Main Office-#2713/4 lakshmi Building adipampa road v.v.mohalla Mysore-570002.
Branch Office- Adarsh Complex 3rd floor crescent road,high grounds Bangalore- 560001.
#222/5 water tank road opp vidyavardhaka Engg college Mysore-570016.
Ph-91-821-4286999
Visit: www.yashtel.in, Email: Info@yashtel.in

Internet Solutions @ Yashtel
To,
IT MANAGER
QWINIX
Mysore
India.

Dear Sir,

We thank you for giving Yashtel (A Division Of Yashash Cable Network Pvt Ltd) the opportunity to propose a solution for your communications needs. After an in-depth analysis of your requirements, we have prepared a comprehensive communications solution, tailor-made for your organization.

We are including a proposal for your consideration. Our portfolio comprises of leading edge products and services. These form the building blocks of the innovative solutions we construct. With us, you are assured of platinum-grade service at the most economical price.

Should you have any queries or require any clarifications on the enclosed proposal, please do contact us. We look forward to doing business with you!

Thanks and Regards

M.K.Manjunatha Hegde

HEAD OF MARKETING DEPT.

Mobile: 9886696985

For Yashash Cable Network Pvt Ltd

COMPANY PROFILE

In today's dynamic business environment, Information Technology is the best tool for business transformation. Collaborating with the right partner can ensure return on technology investments and strengthen your market presence.

Yashash Cable Network - YASHTEL has total solutions to offer in IT Applications & services which includes Managed Bandwidth Solutions, Optic Fibre Solutions, VPN, VOIP, Video Conferencing and other Value Added Services. Our holistic approach and diverse solutions coupled with our experienced talents addresses every aspect of your technology needs around the clock.

For over 10 years, YASHTEL has been partnering with a loyal following of clients seeking to leverage our proven delivery methodology, as well as 24/7 access to the very best technical resources and development tools available anywhere.

We own Last mile infrastructure on Optic Fibre with multiple options of Under Ground & Overhead Fibre across Karnataka and expanding across the state rapidly.

Yashtel ISP divisions of Yashash Cable Network Pvt Ltd are the pioneers of Internet & broadband in Mysore District with the first commissioned internet over cable (DOCIS system) across Mysore city. With more than 8 years of experience in broadband services like Dedicated & Shared internet services, Managed broadband, Fibre solutions, MSO solutions, residential internet & Wi-Fi, we today proudly server over 70-80 satisfied corporate customers across Mysore district, through state of the art technology & infrastructure and multiple last mile options,

Today in Mysore District we have more than 450kms of OFC UG and 350kms OFC OH connecting all the 7 taluks and inter city of Mysore.

- ❖ Yashtel is licensed as Class 'B' Karnataka Internet Service Provider issued by the Department of Telecom Services (DTS), Govt. of India.
- ❖ Yashtel is licensed as cable service provider.
- ❖ Yashtel is licensed as Infrastructure Provider (IP-1) issued by DOT.
- ❖ Yashtel is licensed from **TRAI** registration no: **S/IS/KA/C/000506**

Internet Solutions @ Yashtel

To reach customers, partners, vendors and other branch offices, every business needs customized bandwidth solutions. Yashtel offers bandwidth models that are reliable, flexible & scalable along with the cost advantage, multiple last mile options and minimum lead times. The highly customizable bandwidth solutions range from usage based, time based to dedicated & managed solutions and much more……….

- Option for bandwidth available from a 256kbps link to a customer-defined link of (n X 2 Mbps) connectivity
- 24X7 Technical Support & Comprehensive SLAs covering CAR, Uptime, Latency, Packet Losses etc.
- Multiple last mile & redundancy options.
- Various value added services and special offers on IDC services can be bundled
- PRTG access to view the links usage and performance
- Instant Upgrades
- Competitive prices

Internet Leased lines: Solution for Corporate, Enterprise, R&D, BPO,KPO & ITes:

The ultimate internet connections for your office network, Yashtel's leased line service offers you your own dedicated high speed access, connected 24X7. At a fixed monthly, quarterly or annual fee, our leased line service represents the most cost-effective access option for high volume users.

Yashtel is Mysore first ISP to build and own a hybrid most advanced networks hybrid captive underground network with last mile fiber optic connectivity. It is independent of any third party and offers the most advanced networks operational today.

Shared Connectivity: Ideal solution for SOHO/SME's:
Need broadband connection but a dedicated circuit is an expensive solution and dail-up is outdated and unreliable. Yashtel's offers always on- cost effective broadband solution through its range of SME products: line just the right solution for you.

EVENT BASED BANDWIDTH

Yashtel has powered various Global level Exhibitions & Events, providing the exhibitors/ event organizers a highly flexible and economical broadband platform. We also enable emergency & short term(i.e. Project Based) bandwidth solutions.

Internet Solutions @ Yashtel

Network Management System

Yashtel has deployed NMS to monitor network and system faults also to Report performance, SLA Commitments.

Functions of the Network Management System

- ❖ Fault Management & Detection tools

- ❖ Covers entire fault cycle.

- ❖ Alarm Surveillance.

- ❖ Root Cause Analysis.

- ❖ Status information.

- ❖ Configuration & Security tools

- ❖ Performance Management Tools

- ❖ Performance & Bandwidth monitoring tools

The Network Management System provides a network view of the Yashtel and Customer Network. A map is used to depict the status of the links and devices that constitute the network. The NMS polls the entire Yashtel network for the performance parameters like Interface Traffic, Interface Errors, Device CPU and memory utilizations. This also configured to alert on certain threshold on each critical links.

The system addresses the network events, and generates alarms based on status change and threshold values .

Examples of network events would be

Router down, Interface down

Link down for the last mile access

Benefits to the customer

- ❖ Fully Redundant Network infrastructure

- ❖ Better latency and Service levels

- ❖ Highly robust and reliable backbone and backhaul

- ❖ Single window customer Interface

Internet Solutions @ Yashtel
❖ The Edge network is designed on Cisco 76XX series routers to deliver services to the customers

Escalation Matrix for Technical Issues

Complain Number	Escalation 1	Escalation 2	Escalation 3
0821-4286950 customercare@yashtel.in	NOC 0821-4286950 customercare @yashtel.in	Srinivas- 9035026110 Srinivas.hn@yashtel.in	Manjunatha Hegde 9886696985 hegde.m@yashtel.in

Escalation Matrix for Financial Issues

Office Number	Escalation 1	Escalation 2
0821-4286990 account@yashtel.in	DEEPA 0821-4286990 Uma.m@yashtel.in	DEEPA 0821-4286990

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COMMERCIALS

Sl. No.	Description	Charges per Annum	Connectivity
1	**Internet Leased line Charges for 25 mbps(1:1) Premium**	**Rs. 3.40,000/-**	**Lastmile on linear**
2	**Internet Leased line Charges for 50 mbps(1:1) Premium**	**Rs.5,00,000/-**	**Lastmile on Ring**

NOTE:

- Above Bandwidth prices are inclusive of last mile charges.
- Service tax extra on Internet bandwidth is applicable (currently 18 %)
- Bandwidth charges to be paid quarterly in advance.
- Work Order should be placed in the name of Yashash Cable Network Pvt Ltd.
- Implementation time 4-5 days from the date of issue of PO.
- One year contract, one month notice as to be given before disconnection.

TECHNICAL

- Connectivity will be given on OFC and end termination optical equipments will be provided from us.
- 1 static valid IP will be given at free of cost and extra IP can be given on request of customer with no extra charges.
- PRTG graph login will be given for the analyzing the traffic.

GENERAL TERMS AND CONDITIONS

- ❖ **Yashash Cable Network Pvt Ltd.** is authorized to provide commercial Internet Service vide ISP license no.: **820-1102/10-LR** issued by the Department of Telecom Services (DTS), Govt. of India.
- ❖ The provisions of the Indian Telegraph Act, 1885 and Information Technology Act, 2000, regulate all services provided by **Yashash Cable Network Pvt Ltd.**
- ❖ Any dispute arising out of any contract signed by **Yashash Cable Network Ltd**. shall be referred to the Honorable Mysore Court.
- ❖ Validity of this offer is 30 days from the date of this proposal.
- ❖ Order has to placed in name of **Yashash Cable Network Pvt Ltd**.
- ❖ The contract will have a validity of a minimum one-year.
- ❖ Any Change in Tariffs/Regulation from Telecom Regulatory Authority of India (TRAI) would be applicable with immediate effect. **TRAI** registration no: **S/IS/KA/C/000506.**

Internet Solutions @ Yashtel

Confidentiality: **Yashash Cable Network Pvt Ltd** maintains confidential the proposed solutions and the commercials of this project.

Declaration: Customer will have to indicate the application in writing and the network will be used only for applications as permitted by The Government of India or any under Statutory Authority and shall not be utilized for any other type of service without Yashash Cable Network Pvt Ltd. written consent. Any infringement shall be Customer's responsibility.

Delivery: Yashash Cable Network Pvt Ltd. will ensure that the usage rights of the capacity granted to Customer will be available on yearly basis except for Force Majeure Events and for reasons attributable to Customer.

Network Uptime: is Committed on an annual basis except for conditions not within control of Yashash Cable Network Pvt Ltd. and Yashash Cable Network Pvt Ltd shall determine the methods and routes which it considers appropriate for delivering service. Considering the exigency of the application Yashash Cable Network Pvt Ltd. may change these methods and routes from time to time without informing Customer
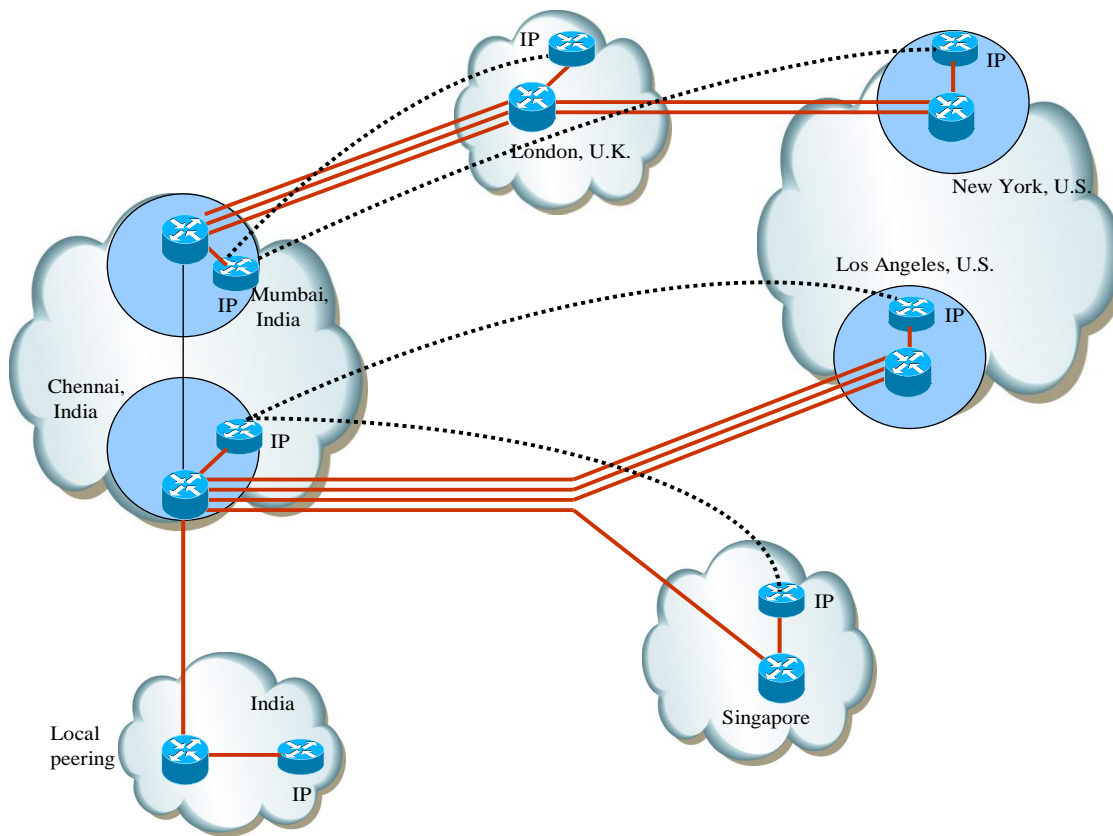
KEY SLA FEATURES

Service Level Agreement

1. **Port Availability: Yashash Cable Network Pvt Ltd**. (YCN) guarantees that the link between Internet Port at the Router at the YCN network operating center and the internet backbone will be available for 99.5% of the time when measured on an average Annual basis.

2. **Service Outage:** Service Outage incident shall mean:
   1. An interruption of service lasting at least(15) fifteen continuous minutes and
   2. An interruption of service due to a failure in link other than the local loop between the subscriber's premises and the YCN network operating center where the subscriber's circuit is terminated.

3. **Packet Loss: IP** packet loss on the YCN provided satellite link/Fiber link between the YCN Internet gateway router and the terminating router on the Internet backbone will be measured by computing the average packet loss incurred by transmitting 1000 sample pings between routers at each end of the Link. YCN's target objective of average packet loss over a non- congested subscriber link is no more than 1% (or no more than 10 packets lost in 1000 packets sent).For definition purpose a congested subscriber link is considered to be a subscriber Access link whose peak utilization exceeds 95%.

4. **Fiber Link Round Trip Delay:** Round Trip Delay on the YCN provided fiber link between the YCN Internet gateway router and the router on the Internet backbone will be measured by computing the average round trip delay for 20 sample pings sent between the YCN Internet gateway router and the Tier 1 Service Provider's router on the Internet backbone in US. The average round trip delay between these routers over a non congested link will not exceed 300 msec.

5. **Throughput Guarantee/CIR:** We commit guaranteed throughput which is equivalent to the contracted port till our teleport (i.e. till tier I US backbone) and it shall be our right to route the traffic on the best possible route at any point of time on our Gateways .The throughput Guarantee committed ensures that you get the bandwidth on a continuous CIR basis. We can use any of the paths as explained on our backbone to ensure availability of committed CIR. IR Guarantee.

6. **Throughput Guarantee**: YCN guarantees 99% maximum throughput of contracted committed bandwidth for the port contracted under this Agreement .The average throughput will not be less than 99% of the maximum throughput.

Internet Solutions @ Yashtel

INTERNATIONAL CONNECTIVITY SET UP (FUTURE ROADMAP)

Yashash Cable Network Pvt Ltd

Confidential Clause

The information contained in this document is strictly for the reference of the party addressed to.

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