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Governance Forum Meeting Between Robi & SCL	
Date & Time of Meeting	13th February, 2019 (11:00 pm– 12:00 pm)
Venue	RCO, L-19, Boardroom-2
Attendees	**Robi** 1. Medhat ElHusseiny, CTO 2. Abu Reza Md Khalequzzaman 3. Md. Mokshed Ali Khan Sohel 4. Sarker Sohel Ahmed 5. Syed Md Samshur Rahman 6. Moustafa Hussein Abdelhameed Ismail 7. Mohammad Jamiul Hasan 8. Md. Ali Rizvi Khan 9. Hossain Munzurul Hasan **SCL** 1. Md. Arif Al Islam – CEO & MD 2. Md. Dilir Hossain Mollah – CRO 3. Ms. Sharmin Zaman – Sr. GM – Sales & Marketing 4. Md. Farrukh Imtiaz – Sr. GM – Technology 5. Md. Shariful Islam – GM, Head of NOC & COS 6. Md. Shams ul Alam – Manager – Sales & Marketing

SL. No.	Action points	Responsible Stake Holder	Deadline	Remarks
1.	Monthly Governance meeting will be held on 3rd week of every month	Robi & SCL		Decision
2.	Robi & SCL Joined outage report from Jan 2018 to Jan 2019 was presented in the Governance forum meeting and Robi CTO raised concern about few areas: • C1/C2 outage to be avoided. SLA meeting below 99.95% cases to be reduced. Target should 2-3%. • High outage hour in Jan 2019 (2099hrs). It should be maintain below 1000 hours. • Redundancy to be ensured for 10GE links with necessary planning alignment • SCL will do further analysis and will prepare action plan to improve the situation before summer with detailed plan of preventive	Robi & SCL	31/3/2019	
3.	Non quality hours for packet loss of SCL links still a challenge for Robi to ensure customer experience QoS deployment was discussed where SCL explained the dependencies of deploying QoS for single operator only. SCL is a common	SCL	20/3/2019	

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	provider & SCL needs to follow regulatory guidelines. However, SCL agreed to run a trial to prioritize the voice traffic only. SCL also mentioned that there is requirement of deployment of additional hardware, which will incur additional cost. SCL to come up with a proposal. SCL also will work out to measure and report QOS hourly and come up with solution proposal			
4..	SCL presented the business loss incurred due to Robi's termination of 206 sites. Robi acknowledge the fact due to its network redesign and highlighted that even though last mile links were terminate but same amount of Bandwidth are being loaded at SCL Backhaul, Hence overall impact is not significant. SCL also proposed that lock-in period will re-start in case of any upgradation PO is awarded and Robi advised to settle it with SCM. SCL requested Robi to keep their offloaded equipment's at sites. Robi requested site list, list of the equipment's, space requirements, power requirements as there is commercial implication at e.co end. Robi will comeback after internal discussion with Edotco.	Robi & SCL	28/2/2019	
5.	Top issues from team: **Operational –** • Fiber cut frequency increased in Dhaka and need detailed plan • Quality incidents needs to reduce with proactive measure • Proper RCA required longer duration. • All PMs should be completed before 1st week of March. • Robi will provide additional space & power confirmation at Pubail Core site within Monday. **Planning –** • Migration from Static to Dynamic (GE & L2-L3) Action point – Both planning teams to sit and compile the list of such links and prepare a complete execution plan	SCL & Robi Planning	28/2/2019	

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	Stakeholder: Robi & SCL		

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	SCL already shared list of links as per the meeting direction. Core & handover sites (10G) at least one hand should be in UG. SCL to explore & submit proposal and Robi planning needs to work out on this			
6.	Force Majeure clause was discuss – SCL emphasized that Act of God & Act of Govt will be consider as Force Majeure and it should written in agreement. The below write up will be also included: "Exceptional issues & unavoidable circumstances will be assessed upon placement of proper evidence/ proof/judgment call on mutual understanding." A separate meeting will be held between both Operations team in presence of PGO and will be closed.	Robi & SCL	28/2/2019	
7.	LD discussion points came including LD for QOS It was decided to have a separate forum meeting on this to conclude earliest	Robi & SCL	28/2/2019	Information
8.	Telegram integration with Robi	Robi & SCL	10/3/2019	Information
9.	SCL requested to settle extra BW utilization issue as huge amount of SCL's revenue remains blocked. As per last communication, SCL supposed to provide automated generate report of EBW usage by April'19. But in governance meeting SCL highlighted the involvement of huge cost and propose for manual EBW usage calculation but Robi request manual calculation mechanism, if calculation procedure is well define with higher accuracy level, Robi will accept the report otherwise SCL have to share system generated report.	SCL	13/3/2019	