



SERVICE DELIVERY NOTIFICATION (SDN)

Customer Name: DCConnect Global Limited
SDN No. / Date : SDN202500108-A / 09 April 2025
SO No. / Date : 202500108 / 18 March 2025

Dear Valued Customer,

Thank you for your trust to our services.

Pleased be notified that the service you ordered ref. to SO above has been delivered with the details below:

Service ID	202500108
Project Name	Cross Connect 2 pairs at PDG DC Cibitung, Jakarta
Service Ordered	CrossConnect (PDG JC2, InterRack)
Start Date (SOD)	01/April/2025
End Date (EOD)	01/April/2026
Start Billing Date	01/April/2025
Product/Service Details	DC Name: PDG DC, Cibitung West Java A end Rack No.: DCC's rack B End Rack No.: Provider's rack Order Note: 2 pairs
Additional Notes	2x Cross Connect at PDG DC A-end : Artamedia (DCC's Provider) Z-end : Abhinawa's Provider

This notification serves as acceptance of the service. If you find the service does not meet the specifications as set forth in the SO (referred to as "Unmatched Items ") therefore, kindly contact me within 7 calendar days after the date of this SDN, mentioning the Unmatched Items. Otherwise, this service will be assumed as deemed delivered and hence billing will start at the SOD and continue till EOD.

Once this service is deemed as delivered, our Customer Care Team will look after the service 7x 24 hrs at the



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contact information as attached herewith this document.

At last, welcome aboard and let us know anything you are not happy with, as your satisfaction is the only goal and key success story in every service we deliver.

Sincerely Yours,

Service Delivery Abhinawa
+622121684031



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CUSTOMER CARE CONTACT INFORMATION MATRIX

Time	Level of Escalation	Contact Info		
		Role	Contact Number	Email
0-2 hours	0 Level Support	Customer Care	+62 811-159-4000 +62 212-784-440	customer.care@abhinawa.co.id
2-4 hours	1 st Level Support	Head of Customer Care Supyar Daulay	+62 823-8629-4673	daulay@abhinawa.co.id
4-6 hours	2 st Level Support	Network Specialist Somat Saputra	+62 857-7546-5022	somat@abhinawa.co.id
6-8 hours	3 st Level Support	AVP of Project & Operation M.Arif Rahman	+62 812-7174-7747	arif@abhinawa.co.id
8-10 hours	4 st Level Support	VP of Project & Operation Syafenri Deputra	+62 811-808-869	syafenri.Deputra@abhinawa.co.id
>10 hours	5 st Level Support	Chief Technology Officer Meydi Fajar Irawan	+62 855-9000-012	meydi@abhinawa.co.id



DCConnect Global Ltd

Cross Connect 2 Pairs at PDG DC

202500108

L1 MMR/A-02
ABH's Supp. Rack



038-JC1-ISPL-2025-001
MMRA.A01-H2;L1MMR-A : MMR.02'L1-MMR1-JC1

038-JC1-ISPL-2025-002
MMRA.A01-H2;L1MMR-A : MMR.02'L1-MMR1-JC1

MM A A01H2
DCC's Supp. Rack



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