

# **BANDWIDTH OF INTERNET CONNECTION**

**(BSNL- 100 Mbps + JIO 500 Mbps)**

  
Director  
Tula's Institute, Dehradun

Name &amp; Communication Address of the Customer

M/S TULA'S INSTITUTE  
VILL. DHOLKOT CHAKARATA ROAD  
PO. SELAQUI DEHRADUN, UTTARAKHAND, IN  
DEHRADUN  
111111  
India

Leased Circuit Bill/Tax Invoice\*

Customer ID 7000205584  
Account Number 7000208165  
Invoice Number NDCUT2201767328  
Invoice Date 03/06/2022  
Customer Type LEASED CIRCUIT  
Leased Circuit id 1000165006  
Due Date 25/06/2022

Customer GSTIN: 05AAATR8382G1ZB

Deposit 0.00

Legacy Circuit Id 135#/00172/42/135#

Reverse Charge Applicability: No

## Account Summary

Previous Balance	Last Payment	Bandwidth & Other Current Charges	Tax Amount	Account Balance	Amount Payable
356308.15	356309.00	150000.00	27000.00	176999.15	177000.00 (Rounded Up)

Amount In Words: One Lakh Seventy-Seven Thousand Rupees and Zero Paise

Dear Customer, You can now pay this Bill using VAN: BSNLLC7000208165 through NEFT/RTGS. Please add payee to your bank using Beneficiary Name: BHARAT SANCHAR NIGAM LIMITED, Account No: BSNLLC7000208165, IFSC: SBIN004266, Bank Name: SBI, Type of Account: Current. Initiate an amount transfer for the bill amount to the added payee. For further details, click the link <https://portal2.bsnl.in/instapay/forboard>

Lead A/Bill to Address:-  
VILL- DHOLKOT CHAKARATA ROAD PO- SELAQUI  
DEHRADUN DEHRADUN, DDN-DEHRADUN IN 248197

Lead B Address:-

Circuit Type: Internet Circuit/ 100 MBPS LLA- 13 LLB - CHD - 0 NON-MLLN

## Payment Details

Description	Date	Amount(Rs.)
Payments	05/05/22	6039.00
Payments	05/05/22	350270.00

## Recurring Charges

Product	Plan	Period	Qty	Rate	Charges
Circuit Rent-SAC-998414	Internet Circuit	01/07/22 to 30/09/22	NA	NA	150000.00
Modem Discount-HSN-9973	Internet Circuit	01/07/22 to 30/09/22	1	0.00	0.00
Total Charges (Rs.)					150000.00

## Summary of Current Charges

Summary of Current Charges	Amount(Rs)
Recurring Charges	150000.00
One Time Charges	0.00
Usage Charges	0.00
Adjustments	0.00
Discount	0.00
Taxes	27000.00
Total Charges	177000.00

## Tax Details

Description	Tax Rate	Amount	Taxable Value
CGST	9.00%	13500.00	150000.00
SGST/UTGST	9.00%	13500.00	150000.00



E-Invoice QR Code

Director  
Tula's Institute, Dehradun

Dear Customer Please dial toll free  
1800-425-1957 (24 Hour) for any complaint  
regarding leased circuit.

Accounts Officer (TR)

This is a Computer generated Bill and hence does  
not require any Signature.

\*Original For Recipient/Duplicate For Supplier

E &amp; OE

Counter Foil

Invoice No: NDCUT2201767328	BHARAT SANCHAR NIGAM LTD	Account No.: 7000208165
Invoice Date: 03/06/2022		Leased Circuit id.: 1000165006
Due Date: 25/06/2022		Amount Payable: 177000.00
Mode of payment <input type="checkbox"/> Cash <input type="checkbox"/> Cheque/DD <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> E-payment <input type="checkbox"/> EFT		
Cheque/DD No. _____ Dated _____ Bank _____ Branch _____		
Please Charge Rs. _____ Against Card no. _____ <input type="checkbox"/> Visa <input type="checkbox"/> Masters <input type="checkbox"/> Diners <input type="checkbox"/> Amex		
Expiry Date _____ Signature _____ Card Holder's Name _____		
Please make crossed Cheque/DD/Pay order for Amount Payable (Rounded Up) in favour of AO (Cash), BSNL, DEHRADUN		
Note: Post Offices / Banks to accept Bills against Account Number on or before Due Date only		

For bank use only

Page 1 of 1



Rishabh Educational Trust  
Dhoolkot, Selaqui,  
Mehra Ka Gaontula's Institute,  
Dehradun, Dehradun,  
Uttaranchal-248197, India

Original for Recipient  
Account Number : 900470057036  
GST Bill Number : C05E222300005908  
Document Number : 535500100701  
Invoice Date : 01-AUG-2022  
IRN Date : 01-AUG-2022  
Due Date : 18-AUG-2022

Place of Supply: 05 Uttaranchal

GST Registration Number: 05AAATR8382G1ZB

Organisation PAN : AAATR8382G

Invoice Reference Number : 529217c6f222877a1e576255bed9502b0c1f674bb7da4d176779f614b2a269f7

## Your ILL Bill

Refer following pages for details of charges

Payment Received (₹)	TDS Deducted / Reversed (₹)	Previous Adjustment (₹)	Previous Balance (₹)	Current Charges (₹)	Total Dues (₹)
220,875.00	0.00	0.00	374.43	149,904.87	150,279.30

	Amount(₹)
1 Periodic Charges	
Bandwidth Rental	127,038.03
CPE Rental	0.00
SLA	0.00
CoS Charges	0.00
Managed Services	0.00
Secondary Link	0.00
2 Other Periodic Charges	0.00
3 Other Charges	0.00
4 One Time Charges	0.00
5 Total Value of Charges	0.00
6 Current Month Discount / Credit / Debit	0.00
7 Current Taxable Charges	0.00
8 Taxes	127,038.03
CGST (9%)	11,433.42
SGST (9%)	11,433.42
9 Bill Discount including Tax	0.00
10 Security Deposit Charged	0.00
11 Security Deposit Returned	0.00
12 Waiver	0.00
Current Month Charges (7+8+9+10+11+12)	149,904.87

## Payment Options



**JioPay**

Register with JioPay and get uninterrupted services.\*

\*Details under Important Information JioPay

### JioAutoPay



**e-NACH (Debit Card)**

To set e-NACH mandate on your bank account visit [www.jio.com/business/](http://www.jio.com/business/)



**Standing Instructions (Credit Card)**

Set JioAutoPay on your Credit Card. To register visit [www.jio.com/business/](http://www.jio.com/business/) and click on Register for autopay of invoice by credit card.

### JioDigiPay



**Selfcare Portal**

Pay bills using credit/debit card/netbanking/ e-wallets/UPI on [www.jio.com/business/](http://www.jio.com/business/)



**NEFT/RTGS**

You can do NEFT/RTGS payments/transfers by using Virtual A/C Code RJIO900470057036, IFSC Code ICIC0000104



GSTIN: 05AABCi6363G1ZP PAN: AABCi6363G

Registered Office: Reliance Jio Infocomm Limited  
Office-101, Saffron, Nr. Centre Point, Panchwati 5 Rasta,  
Ambawadi, Ahmedabad-380006, Gujarat, India  
CIN: U72900GJ2007PLC105869

State Office: Reliance Jio Infocomm Limited  
4th floor, Abhikram Complex  
2-7, Kunj, Civil lines  
Meerut 250001 Uttar Pradesh

**Director**  
**Tula's Institute, Dehradun**

Gst Registered Office: Company  
Sahastradhara Road  
Plot No.32 Reliance Corporate It Park  
Pincode: 248001 Dehradun



## Terms and Conditions

## Tariff &amp; Plans

- There will be no increase in any tariff item the agreed contract Period. Thereafter, Reliance Jio Infocomm Limited reserves the right to revise the terms & conditions applicable to tariff plans.
- RJIL reserves the right to vary the penal charge rates periodically, as well as take recourse to any other action available and considered appropriate, subject to TRAI regulations.
- No charge will be levied for any service without your explicit consent.
- For periodic charges, the calculation has been done as follows: Annual Rate/12\* No. of Months.
- For Fractional months in a quarterly bill cycle, the calculation has been done as follows: (Annual Rate/4)\* (Days of Service in Quarter/Total No. of days in Quarter).

## Complaints &amp; Service Requests

Visit [www.jio.com](http://www.jio.com), login with your Jio ID and password; click on "Service Request" option under Profile menu to raise a complaint. To track the status of your existing complaint, use your unique Service Request number. You can also call 198 (toll-free) from your Jio number or 1800 889 9444 from other networks to register your service request / complaint.

## JioPay

## 1. JioAutoPay

- JioAutoPay debit will be on 22nd day following the date of bill.
- Click to view the process [www.jio.com/enterprise/autopay/](http://www.jio.com/enterprise/autopay/)

## Service Accounting Codes (SAC)

SAC Code : Services	SAC Code : Services
998412 : Fixed Line Charges	998431 : Digital VAS Charges
998413 : Mobile Charges	998432 : Online Music Charges
998419 : VAS Charges	998433 : Online Video Charges
998422 : Data Charges	998439 : Online Content Charges
998414 : ILL	

## Appellate Authority

In case you are unsatisfied with the response on a complaint, you can contact the regional appellate authority with your complaint docket number.

Email: [appellate.upw@jio.com](mailto:appellate.upw@jio.com), Telephone number: 1800-889-3999, Fax: 1800-889-1211

Address: Reliance Jio Infocomm Limited, 2-7, Nishyam Kunj,

Abhikarm complex, Civil Lines

Meerut 250001 Uttar Pradesh

(Working hours: Mon-Fri, 10:30 am to 6:00 pm)

## Other Information

- The invoice will be deemed accepted as per the Master Service Agreement or Terms and Conditions signed.
- Reliance Jio Infocomm Limited reserves the right to change, from time to time, the terms and conditions of the contract by giving notice of the change.
- In the event of non-payment, part payment or late payment of the outstanding amount by the due date, or in the case of bounced cheques, Reliance Jio Infocomm Limited reserves the right to disconnect services. The customer shall continue to be liable for the charges during the period of suspension.
- In case of permanent disconnection, your security deposit will be refunded within 60 days of disconnection, failing which you shall be paid interest @10% p.a. following adjustment of dues.
- We request you to log disconnection request through online portal. Please login to [www.jio.com/enterprise](http://www.jio.com/enterprise) with your login id and password and click on New Service Request. Alternatively, you may also log disconnection at [enterpriseservices@jio.com](mailto:enterpriseservices@jio.com). Upon receipt of mail, a Service Request no. will be provided to you within 48 Hrs. Please note that in absence of SR number, no credit adjustments shall be made for the delay in disconnection and the customer shall be liable to pay for the charges.
- Goods and Service Tax(GST)and other indirect taxes, as may be applicable will be charged and shown separately over and above the billed amount. Further, any increase/addition/ introduction in taxes and/or levy of any taxes, levies, duties or any other statutory charges etc.,(present/future) shall be charged to the Customer without any notice and shall at all-tin be deemed to be payable.
- E-Bills will be sent to the Customer to his e-mail address as mentioned in EAF. For any change in e-mail address, Customer shall intimate Enterprise customer care about new email address at least 15 days prior to the commencement of the next billing cycle. Customer is responsible to pay his bills by the prescribed date. It is incumbent on the Customer to enquire his/her balance and settle the same even in case of non-receipt of monthly bill for a reason whatsoever.
- The payment shall be made in favour of RJIO900470057036.
- RJIL reserve it right to reserve or notify payment institution as part of terms and conditions invoices or bills whenever applicable.
- No cheque payment will be accepted against wireline services.

Signature Not Verified

Digitally signed by Reliance Jio Infocomm Limited

Date: 20220801190603

Reason: Digitally Signed

Location: Mumbai

## 6 Months Balance

Sr. No.	Bill Number	Bill Date	Charges (₹)	Adjustments (₹)	Amount Paid (₹)	TDS Deducted (₹)	Balance Amount (₹)
1	523000140972	2022-07-01	221,250.00	0.00	220,875.57	0.00	374.43
2	526000122442	2022-04-01	221,250.00	0.00	221,250.00	0.00	0.00
3	520500071226	2022-01-01	221,250.00	0.00	221,250.00	0.00	0.00
4	533000099185	2021-10-01	226,059.79	0.00	226,059.79	0.00	0.00
5	517000093400	2021-07-01	127,889.10	0.00	127,889.10	0.00	0.00
6	550500057497	2021-04-01	103,247.64	0.00	103,247.64	0.00	0.00
<b>Total</b>							<b>374.43</b>

## Payments Received

Sr. No.	Bill Number	Payment Date	Transaction Mode	Balance Amount(₹)
1		2022-07-18	RTGS	220,875.00
<b>Total</b>				<b>220,875.00</b>

  
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Tula's Institute, Dehradun

## Reach Us



LIFE

## Taxes

Sr. No.	Description	Charges	CGST	SGST	Amount (₹)
1	This month charges	127,038.03	11,433.42	11,433.42	22,866.84

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## Periodic Charges for the Billing Period - Existing Circuit

## Per Site Recurring Charges for the Period - 08-Jul-2022 to 30-Sep-2022

Sr. No.	No of Sites	Bandwidth	Bandwidth	CPE	SLA	CoS	Managed Service	Secondary Link	Amount (₹)
1	1	155 Mbps	127,038.03	0.00	0.00	0.00	0.00	0.00	127,038.03
Sub Total		1	127,038.03	0.00	0.00	0.00	0.00	0.00	127,038.03

## Periodic Charges for the Billing Period - All Circuit

Sr. No.	No of Sites	Bandwidth	Bandwidth	CPE	SLA	CoS	Managed Service	Secondary Link	Amount (₹)
1	1	155 Mbps	127,038.03	0.00	0.00	0.00	0.00	0.00	127,038.03
Total		1	127,038.03	0.00	0.00	0.00	0.00	0.00	127,038.03

  
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Rishabh Educational Trust

Document Number: 535500100701

Invoice Date: 01-AUG-2022

## Charges in Detail

## Bandwidth Charges

Sr. No.	Logical/ Circuit ID	Originating Point	Install Date	Bandwidth	Service ID	From Date	To Date	Amount(₹)
1	1.1	Dehradun	27-Sep-21	500 Mbps	299545285814	08-Jul-22	30-Sep-22	127,038.03
Total	1							127,038.03



Director  
Tula's Institute, Dehradun

Reliance Jio Infocomm Limited

## Business Proposal

### Rishabh Educational Trust

**Dated:** 26.06.2022

Proposal is Valid for One Month

Account Manager :

Mr. Arun Kumar

Email: [arun.kumar@jio.com](mailto:arun.kumar@jio.com)

Contact Number: 7977794357/8936927845

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**Director**  
**Tula's Institute, Dehradun**



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### 1. About Jio

Reliance Jio Infocomm Limited ("Jio"), a subsidiary of Reliance Industries Limited ("RIL"), has built world's largest all-IP data strong future proof network with latest LTE technology. It is the most advanced network to provide high speed and ubiquitous data service. It has built a future ready network which can easily deploy 5G and beyond technology. Jio has created full eco-system comprising network, devices, applications and content, service experience and affordable tariffs for everyone to live the Jio Digital Life.

Jio is grateful to Rishabh Educational Trust for showing interest in Jio Digital services. We are delighted to welcome you into the world of Digital life

#### Incredible Journey of Jio

Jio launched its 4G services in September 2016 and since then it is breaking one world record after another.

- In less than **170 days**, more than **100 million customers** signed up for Jio's services. This was the fastest adoption of any technology service, anywhere in the world.
- Jio redefined technology service adoption and became the fastest growing company in the world, with **more than 160 million customers**.
- Jio enabled its users to make Unlimited Voice Calls from anywhere to everywhere in India – Absolutely Free.
- Jio revolutionized data consumption and made India the number 1 data-consuming nation.
- Jio users consistently make more than **250 crore minutes of voice and video calls every single day**.
- Jio reinvented the conventional feature phone and launched a breakthrough device called the Jio Phone that will unleash a Digital Life for every Indian.
- Jio's rapidly expanding **4G network coverage will be more than the combined 2G coverage** provided by all other telecom service providers in **next 12 months** in the country.

  
**Director**  
**Tula's Institute, Dehradun**

## 2. Network Overview

### Key highlights of Jio's network

- a) World's largest mobile data consumption network and first Exabyte network in the world.
- b) 2X 4G base stations than all Indian operators combined.
- c) Only network to deploy pan-India 4G across the 800MHz/ 1800MHz/ 2300MHz bands.
- d) More data consumption than US and Chinese mobile companies.
- e) Largest caching and CDN network in India.
- f) Widest 4G reach in the industry; substantially greater than any operator; 80%+ of the overall industry data capacity and commensurate voice capacity.
- g) Network presence in all 29 states of India, with direct physical presence in 29,000 cities and over 2 Lakh Villages.
- h) More than 2.5 lakh kilometres of fiber-optic cables, covering 18,000 cities and over one lakh villages.
- i) Strong service network with 1057 Jio Centres and over 1 million retailers PAN India.
- j) Built nearly half-a-million square feet of cloud data centres and a multi-Terabit capacity international network.



## 3. Service Philosophy

We are committed to provide enhanced customer experience to our customers...always! Our dedicated Unified Fulfilment Centre is available round the clock to address your service requirements.

### With Jio you get:

- a) **Network Assurance-** Assured Network and proactive diagnostics on a button click
- b) **Proactive Service-** Proactive monitoring of quality standards critical to you and their informed maintenance
- c) **Simple Billing-** Fixed monthly service cost, requiring no reconciliation
- d) **Self Help-** A world class self-care App for you to self-manage your account, completely
- e) **Enterprise Fulfilment Centre-** A state of the art, Enterprise service centre with voice and e-mail support

### Jio Service Touch Points:

  
**Director**  
**Tula's Institute, Dehradun**

[www.Jio.com](http://www.Jio.com) / <my account>



1800 88 99 444



E-mail Assistance

enterpriseservices@jio.com

## 4. Jio Differentiators

### 4.1. Network Coverage

- a) Only 4G mobility network, no legacy network.
- b) Deep coverage across India. Present in 29 states, 29000 cities, 580 POPs so far

### 4.2. Highly scalable network

- a) Jio network based on optical fiber cables, enables delivery of highly scalable bandwidth - up to multiples of Gbps.
- b) Jio design includes fiber cable into your IT room unlike a common fiber for full building. While upgrading, Enterprises need not worry about upgrade etc.
- c) Jio uses multiple access technologies like FTTh, FTTe, UBR, LTE etc. enabling it to deploy the most optimal technology including an option for installing service on one and migrating to other for quick delivery.

### 4.3. Network engineered for Enterprises - Highly resilient

- a) Meshed Core. No single point of failure dedicated dual fiber & multi homed architecture.
- b) Access Network - locations connected on dual diverse paths on fiber (no copper) to ensure high availability.
- c) Jio's network is all IP network, complete ownership of all access technology & no 3<sup>rd</sup> party dependency (off-net).

### 4.4. Digital Convenience

- a) Access self-care portal from Order creation stage to track progress of links' /services' delivery – no shocks on delays in delivery.
- b) View and pay bills online.
- c) View performance of service, Ability to raise and track service requests online.

### 4.5. Simple & efficient Billing

- a) Simple charging methodology.
- b) Easy to read bills available at portal.

  
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Tula's Institute, Dehradun

### 4.6. Enterprise care

- a) Next level service care, with one integrated team responsible for end to end service experience. Single owner for any incident.



## 5. Proposed Solution

To enable **Rishabh Educational Trust** the digital connectivity demand, Jio is proposing the service with below specification:

### 4.7. Solution:

#### Rishabh Educational Trust

##### Rishabh Educational Trust

1:1 ILL with unlimited upload and download

##### Rishabh Educational Trust

/29

(/29), 6 IPs usable, statically routed + IPv6 will be allocated as required

CPE to be provided and managed by

**Rishabh Educational Trust**

Ethernet Interface towards CPE router

### 4.8. Scope of Work

1	Site survey for overall Solution & product requirement finalisation	Jio
2	Create solution design, BoM, BoQ for components	Jio
3	Present Solution	Jio
4	Permission for laying out network infrastructure, active and passive components	<b>Rishabh Educational Trust</b>
5	Provide space and requisite power to active components	<b>Rishabh Educational Trust</b>
6	Order Jio Internet links	<b>Rishabh Educational Trust</b>
7	Integrate total solution	Jio
8	Complete Solution & testing of the proposed Solution	Jio
9	Manage SLA of overall solution	Jio

  
 Director  
**Tula's Institute, Dehradun**

## Commercial

### 4.9. ILL Service –

a) Flat Fee rental plan is proposed. Link is on **Fiber** for following locations:

Sl No	Bandwidth	One-time charges (Rs)	Annual Recurring Charges (Rs)
1	500 Mbps	Rs-0	Rs-13,00,000

### T&C

- 18% GST will be extra & above on shared pricing.
- Router will be provided by customer. Jio will not provide any router
- /29 Static IP Pool will be provided by Jio where customer can use 5 IP
- Above price is approved for 14 Months(12 months + 2 months free)

## 5. Terms & Conditions

The following terms shall be read in addition to and in conformity with the terms and conditions as per Jio Customer Application Form (CAF Terms and Conditions which include Product Terms and Conditions (PTC), General Terms and Conditions (GTC) and Service Level Agreement (SLA), as applicable). In the event of any conflict between the two, the CAF Terms and Conditions as contained therein shall prevail over this proposal.

- 5.1. Provision of Services - Services mentioned above would be provided by Jio. Customer shall enter into contractual arrangements with Jio in respect of the same and this service is applicable for the mention technical criteria only, in case of any change that should be mutually discussed and agreed upon.
- 5.2. Service order to be issued in the name of RJIL. This order is not binding on parties and shall be subject to execution of agreement on mutually agreed terms and conditions and submission of filled CAF form **Rishabh Educational Trust**
- 5.3. Validity - This proposal is valid for 30 days from its submission date.
- 5.4. Taxes & Duties - The tariffs mentioned above are exclusive of GST and any other taxes. Current and future taxes / duties applicable shall be charged at actual.
- 5.5. Period of Contract - The term of the contract provided herein above shall be for 36 months; auto renewable unless amended. Amendments to be made in writing by either parties 30 days in advance.
- 5.6. Tariff - The Tariff Charges as provided above shall be applicable for entire term of the contract. Actual provision of Service and Tariffs as indicated in this proposal shall be subject to Jio obtaining requisite Regulatory and Tariff approvals.
- 5.7. Payment Terms -
  - a) One Time Charges: One-time charges are payable at the time of order placement.
  - b) Recurring Charges: Recurring charges shall be payable quarterly in advance.

  
**Director**  
**Tula's Institute, Dehradun**



5.8. Payment Option: Required to opt for e-bill and auto pay options.

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5.9. Termination of service -

- a) One month advance written notice to RJIL prior to scheduled date of termination.
- b) For Service Termination prior to minimum contract period, Customer will be required to pay 100% onetime charges along with recurring charges for balance period of minimum contract period, along with any other outstanding charges, if any.

5.10. Down-gradation of subscribed bandwidth - If customer downgrades the subscribed bandwidth prior to serving minimum contract period, the customer will have to pay the recurring charges for difference between quantum of downgraded bandwidth for the balance period of minimum contract period along with any outstanding charges, if any.

5.11. Network equipment remains the property of Jio. Customer will provide secure space and power to Jio personnel to access the equipment.

## 6. Annexure 1 - Documentation required for service activation

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List of documents required for fulfilment mentioned as below -

- 1. POA of Company
- 2. POI of Authorized Signatory
- 3. List of locations with address and contact duly signed and stamped
- 4. Purchase Order
- 5. Duly Filled and signed Customer Application Form (CAF)
- 6. Proof of Identity
- 7. Proof of Billing address
- 8. License number - for OSP/ Call Centre customers
- 9. Advance Payment vide cheque or demand draft (If applicable)

  
Director  
Tula's Institute, Dehradun



## 7. Annexure 2 – Service Parameter

Below tables represents Standard and Premium Service Level Parameters for ILL Service.

### 1. Service Availability

Type of SLA	Service Availability (In % )
Premium	$\geq 99.50\%$
Standard	$\geq 98.5\%$

### 2. Average Network Packet Loss

Type of SLA	Average Network Packet Loss (IPE-IPE) **
Premium	$\leq 0.5\%$
Default	$\leq 1.0\%$

\*IPE is Internet PoP router

### 3. Average Network Latency

Type of SLA	Submarine cable route	IPE from – IPE To	Latency values
Premium	Transatlantic	Mumbai to London	$\leq 150$ ms
		Mumbai to New York	$\leq 260$ ms
		Mumbai to Marseille	$\leq 130$ ms
	Transpacific	Chennai to Los Angeles	$\leq 270$ ms
		Chennai to Singapore	$\leq 60$ ms
	Domestic	Mumbai to Chennai	$\leq 40$ ms

### 4. MTTRespond and MTTRepair Assurance

Type of SLA	Class of City	MTTRespond in hrs	MTTRepair in hrs
Premium	Top 20 cities*	20 minutes	3 hrs
	Rest of India	20 minutes	6 hrs
Default	Top 20 cities*	20 minutes	4 hrs
	Rest of India	20 minutes	8 hrs

  
**Director**  
 Tula's Institute, Dehradun