

### Amendment in Model Tripartite Agreement (with SLA) Document

Page No.	Location	Existing text	Modified
10	1 <sup>st</sup> & 2 <sup>nd</sup> Para	<p>The SLAs broadly would cover the following services:</p> <ol style="list-style-type: none"> <li>1. MPLS Services</li> <li>2. MPLS Pipe terminating at Data center</li> <li>3. Data Center to DR dedicated pipeline</li> <li>4. Internet Services at Data Center &amp; DR Center</li> <li>5. GPRS Services at all AMR meters installed at Distribution Transformer Sub-stations/Feeders/Town boundary/HT Sub-stations/HT,LT Consumers etc and Data Center, DR Center.</li> </ol> <p>The overall SLA for the Services (individually and combined) should be as follows:</p> <ol style="list-style-type: none"> <li>a) For first three: 99% uptime or as per PO placed on ITIA,</li> <li>b) For point 4 (individually and combined) : 99.5% uptime or as per PO placed on ITIA</li> <li>c) For point 5 (individually and combined) : 98% uptime or as per PO placed on ITIA.</li> </ol>	Deleted
10	Column 'Service' of SLA table	Network Operation & Management	MPLS VPN, Internet, GPRS connectivity, etc (Wide Area Network services) Operation & Management
11	Column 'Parameter' of SLA table	Regional Offices .....	Utility Head Office, Regional Offices, Sub-division offices, Billing & Collection centres.....
11	Column 'Parameter' of SLA table	AMR meters installed at Distribution Transformer Sub-stations/Feeders/Town boundary/ HT Sub-stations/ HT Consumers etc and Data Center, DR Center.....	Network Availability for AMR meters installed at Distribution Transformer Sub-stations/ Feeders/Town boundary /HV Sub-stations /HT Consumers etc with Data Centre & DR Centre ....
1-3 & 5	Name of work	for providing MPLS VPN based wide area network services, Internet Bandwidth and GPRS connectivity	for providing MPLS VPN, Internet, GPRS connectivity, etc (Wide Area Network services)
2	Point b under 'Note'	(MPLS/Internet/GPRS) etc.	(MPLS/Internet/GPRS etc.)