

Dt.:4-4-2016

SERVICE LEVEL AGREEMENT (SLA) BETWEEN SPACES DEGREE COLLEGE AND LEXUS NETWORKS

Service Description: Lexus Networks (Service Provider) agrees to provide SPACES Degree College (Client) with a 60 MBPS 1:1 internet leased line connection (Service) for the purpose of academic and administrative use.

Commercials: Rs. 40,000/- (Rupees Fourty Thousand only) per month. This amount is bound to change pertaining to market conditions which will be communicated to the client well in advance.

Availability: The Service will be available to the Client 24 hours a day, 7 days a week, 365 days a year, with the exception of planned maintenance periods. Any planned maintenance periods will be communicated to the Client by the Service Provider with at least 24 hours prior notice.

Performance: The Service Provider will provide a Service that is capable of achieving a minimum average of 99% uptime per month, excluding planned maintenance periods. The Service Provider shall provide the necessary technical support to ensure maximum uptime and minimum disruption to the Client.

Compensation: In the event that the Service falls below the minimum guaranteed uptime of 99% per month, the Service Provider shall credit the Client's account for the number of hours that the Service was unavailable, calculated on a pro-rata basis, at the monthly rate paid by the Client for the Service. This shall be the sole and exclusive remedy for any downtime.

Support: The Service Provider will provide technical support to the Client during normal working hours via phone/email. The Service Provider will respond to any support requests within a maximum of 2 hours of receipt.

Billing: The Service Provider shall invoice the Client monthly for the Service provided. The Client shall pay the invoice within 15 days of receipt.

Termination: Either party may terminate this agreement with 30 days prior written notice to the other party.

This SLA represents the entire agreement between the parties and supersedes all prior negotiations, understandings, and agreements. Any changes or modifications to this agreement must be in writing and signed by both parties.

Service Provider: Lexus Networks

Client: SPACES Degree College

Signed: 



PRINCIPAL

SPACES DEGREE COLLEGE
PAYAKARAOPETA

LEXUS BROADBAND
No. 6-7-21/8, Top Floor,
Sai Mansion, Balaji Road,
TUNI-533401, E.G.DIST



srinidhi corporation

Dt.:5-4-2021

**SERVICE LEVEL AGREEMENT (SLA) BETWEEN
SPACES DEGREE COLLEGE AND LEXUS NETWORKS**

Service Description: Srinidhi Corporation (Service Provider) (Previously Lexus Networks) agrees to provide SPACES Degree College (Client) with a 60 MBPS 1:1 internet leased line connection (Service) for the purpose of academic and administrative use.

Commercials: Rs. 25,000/- (Rupees Twenty Five Thousand only) per month. This amount is bound to change pertaining to market conditions which will be communicated to the client well in advance.

Availability: The Service will be available to the Client 24 hours a day, 7 days a week, 365 days a year, with the exception of planned maintenance periods. Any planned maintenance periods will be communicated to the Client by the Service Provider with at least 24 hours prior notice.

Performance: The Service Provider will provide a Service that is capable of achieving a minimum average of 99% uptime per month, excluding planned maintenance periods. The Service Provider shall provide the necessary technical support to ensure maximum uptime and minimum disruption to the Client.

Compensation: In the event that the Service falls below the minimum guaranteed uptime of 99% per month, the Service Provider shall credit the Client's account for the number of hours that the Service was unavailable, calculated on a pro-rata basis, at the monthly rate paid by the Client for the Service. This shall be the sole and exclusive remedy for any downtime.

Support: The Service Provider will provide technical support to the Client during normal working hours via phone/email. The Service Provider will respond to any support requests within a maximum of 2 hours of receipt.

Billing: The Service Provider shall invoice the Client monthly for the Service provided. The Client shall pay the invoice within 15 days of receipt.

Termination: Either party may terminate this agreement with 30 days prior written notice to the other party.

This SLA represents the entire agreement between the parties and supersedes all prior negotiations, understandings, and agreements. Any changes or modifications to this agreement must be in writing and signed by both parties.

Service Provider: Lexus Networks

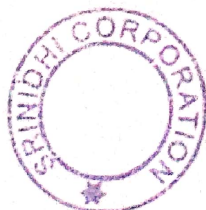
Client: SPACES Degree College

Signed: *K. Jagadeesh Kumar*

[Signature]
PRINCIPAL

SPACES DEGREE COLLEGE
PAYAKARAOPETA

SRINIDHI CORPORATION



D/NO - 6-7-21/8, TOP FLOOR
SAI MANTION BALAJIROAD,
EASTGODAWARI, TUNI
ANDRAPREDASH - 533401

