

BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
NM Branch
507-B, Statesman House, Barakhamba Road
New Delhi - 110 001

No. 1-27/2005-Datacom

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Dated: 19.04.06

URGENT/FAX

To

All CGMs of Telecom Circles/Distt.

Sub: Service Level Agreement for StateWide Area Networks(SWAN).

Discussions have been going on between BSNL and Deptt. of Information Technology regarding up time guarantee for leased circuits provided by BSNL to the State Govt. for their SWANs. After detailed discussions following has been agreed:

1.1. For the States availing services from BSNL on standard commercial terms (and associated discounts) BSNL would sign the standard SLA for the circuits provided on MLLN on end to end basis (i.e. MLLN at both ends of the circuit). For the non-MLLN/conventional circuits, BSNL shall provide a letter of confidence about the availability of circuits as 98% on yearly basis.

1.2 For the States opting for the SWAN specific discount offer, BSNL shall provide letter of confidence to the State governments about the availability as 99% for MLLN circuits and 98% for conventional circuits on yearly basis. Letters of confidence shall not be applicable to circuits at either end of which:

- Power supply availability is less than 12 hours per day.
- Road widening, Sewer laying and other developmental works are going on requiring digging of roads'
- Area is having law and order problem or Naxalite trouble.
- Permissions are not available for repairs of cables or laying of new cables.

1.3 Wherever it is noticed that availability of circuits is lower than this level, necessary corrective steps will be taken by BSNL with the active cooperation of the State Government units concerned.

2. You are therefore, requested to sign the SLA for circuits which are working end to end on MLLN as indicated above. A letter of confidence about the availability of conventional circuits as 98% on yearly basis may also be provided to the respective State Govts. Following language may be used in the proposed letter:

"BSNL shall endeavour to provide highest possible up time for the leased circuits and it expects that for majority of circuits the efficiency will be 98% or 99% (MLLN) or better as the case may be on yearly basis. However, in case the efficiency of circuits is lower than 98%/99%, the state govt. units and BSNL shall make joint efforts to improve the efficiency to bring it to 98%/99% or better as applicable".

In order that the highest possible uptime is given, reference is invited to the instructions issued from time to time on the subject which should be scrupulously followed.


(A.K.Mittal)
DDG(NM)

Copy: Sr.DDG(BD)/DDG(Commercial), BSNL CO.