



**VIVEKANAND EDUCATION SOCIETY'S  
COLLEGE OF PHARMACY**

Hashu Advani Memorial Complex, Behind Collector Colony, Chembur (E), Mumbai – 400 074

Sindhi Linguistic Minority, Approved by AICTE, DTE, Pharmacy Council of India & Govt. of  
Maharashtra, Affiliated to University of Mumbai

B.Pharm Programme is accredited by NBA, New Delhi from 2016-17 to 2021-22

**4.3.3**

**Bandwidth of internet connection in  
the Institution**



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## 4.3.3 Bandwidth of internet connection in the Institution

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## JIO INTERNET LEASE LINE SERVICES



Reliance Jio Infocomm Limited  
Reliance Corporate Park  
Ghansoli  
Navi Mumbai - 400709  
[www.jio.com](http://www.jio.com)

### Business Proposal

Jio Internet Lease Line services for "Vivekanand Education Society"

By:  
Manish Kakkar  
Phone: + +918452990888  
Email: Manish.Kakkar@ril.com



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## 1. EXECUTIVE SUMMARY

Jio has launched Pan India 4G services to offer seamless digital life experience through its most advanced, highly scalable network Infrastructure. Subsequent to discussion between Jio and Customer, the latter has expressed their interest in evaluating Jio wireline services for their organization.

- Coverage and Strength of Jio Network
- Key offerings and its USPs as a service provider
- Introduction to Jio's wireline product portfolio
- Proposed Solution architecture
- SLA & Support
- Commercials with applicable Terms & Conditions

## 2. ABOUT JIO

Reliance Jio Infocomm Limited ("Jio"), a subsidiary of Reliance Industries Limited ("RIL"), has built world-class all-IP data and future proof network with latest 4G LTE technology. It is the only network conceived and born as a Mobile Video Network from the ground up and supporting Voice over LTE technology. It is future ready and can be easily upgraded to support even more data, as technologies advance on to 5G, 6G and beyond.

Jio is bring transformational changes in the Indian digital services space to enable the vision of Digital India for 1.2 billion Indians and propel India into global leadership in digital economy. It has created an eco-system comprising network, devices, applications and content, service experience and affordable tariffs for everyone to live the Jio Digital Life.

Jio has created a legacy free, next-generation voice and broadband network which can be seamlessly upgraded to 5G and beyond. It is be the only company in the world providing next generation digital services over an end-to-end all-IP network at this scale.

## 3. NETWORK COVERAGE

Reliance Jio's mission is to realize this Digital India vision, and to ensure that Indians have the highest quality and the highest quantity data access anywhere in the world, at the most affordable prices

### 3.1 Key Highlights of Jio's Network

- Reliance Jio is India's first all IP network
- Presence in all 29 states of India, with direct physical presence in 18,000 cities and over 2 Lakh Villages. Leveraging Jio centres to serve customers across 1072 Touch Points for relationship, sales & technical support

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- PAN India most advanced & dense Rollout: LTE on 2300, 1800, 850 MHz. Ability to use LTE (Jio Link/Jio-Fi) for enterprise connectivity (MPLS, Internet) multiple layers of security ensuring highly secure network
- Network of nearly 250,000 route km of fibre optics to be doubled over next 3 years



- Ability to offer deeper connectivity across 887 cities with relationship managers all across and not just in Tier-1 & 2 towns
- Ongoing project to deploy nearly 1 million Wi-Fi hotspots PAN India within 1 year time frame
- Plans to cover 99% India's population in by 2017.

#### 4. ENTERPRISE CONNECTIVITY DETAILS

To address the digital demand of today's world, Jio is connecting colleges to ultra-high speed & highly scalable fibre backbone. To facilitate this, we will be bringing the Jio connectivity at your college locations, install and establish Telecom network infrastructure. (Subject to technical feasibility). This will enable the following at your offices:

- a) Smart cell based Wireless broadband LTE connectivity for your offices
- b) Enterprise Connectivity Product Suite – Internet circuits, MPLS, SIP trunks & Many More Services.



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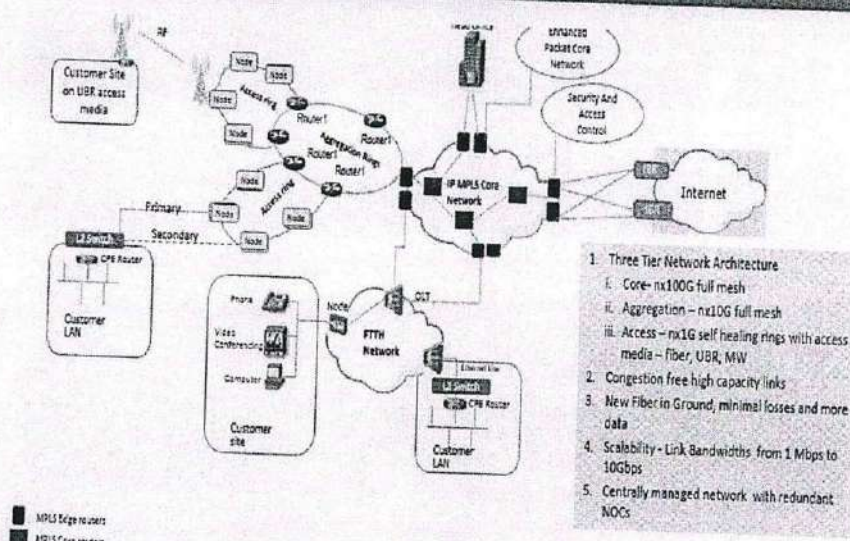


Figure – Logical Layout of Jio's IP/MPLS network architecture and its benefits for enterprise.

#### 4.1 Salient features of Jio Backbone architecture.

- Fiber Ethernet Ring – 1/10 Gbps Ethernet ring for providing ILL on Ethernet last mile
- FTTx network – 10 Gbps GPON last mile for providing ILL on redundant GPON last mile with Ethernet Interface handoff to CPE
- 10000+ IP MPLS network nodes deployed PAN India.
- Aggregation Capacities in multiple Gigs with mesh architecture.
- Integrated Hierarchal architecture with no stub links.
- IMS core platform for seamless Voice, Data & Video experience.
- UBR Radio – For remote locations or where the immediate fiber deployment is not feasible point to point radio link from nearest fiber Ethernet node. End to End IP Network

#### 4.2 Domestic Peering with leading content providers:

Jio has done peering with leading content provider to provide better internet browsing experience. Using its presence in the Data Centres, Jio has established Direct Peering with all major content providers in India and globally. The capacity used for peering is in Terabytes which gives unmatched scalability to handle large content access requirement from customers.

Summary of peering with leading content provider in India.

|| GOOGLE || || LIMELIGHT ||

|| NIXI || || MICROSOFT ||

|| YAHOO || || AMAZON ||

|| FLIPKART || || REDIFF ||



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## 5. CUSTOMER REQUIREMENT

### 5.1 REQUIREMENT:

Vivekanand Education Society is looking for the Secure, High Speed, and Ubiquitous & Affordable Internet lease line service from the Jio to connect Vivekanand Education Society College at Mumbai location with robust fiber connectivity and looking for a commercial for the same.

### 5.2 Location Details for Vivekanand Education Society

Locations	Circle Name	Site Address	Bandwidth (Mbps)
VIVEKANAND EDUCATION SOCIETY	Mumbai	Chembur	200

## 6. PROPOSED SOLUTION

To address the digital connectivity demand of Vivekanand Education Society, Jio is offering a connectivity with ultra-high speed & highly scalable fibre backbone and proposing Internet lease line (ILL) services with below specification:

SPECIFICATION OF ILL TO VIVEKANAND EDUCATION SOCIETY	
LAST MILE	Fibre
BANDWIDTH	200 Mbps (1:1) ILL with unlimited upload and download
WAN IP	/31
LAN IP	(/29), 6 IPs usable, statically routed + IPv6 will be allocated as required
CPE	CPE to be provided and managed by customer
INTERFACE HANDOFF	Ethernet towards CPE router
COMMERCIAL PLAN ACTIVATION	Post (30) days from date of activation
LINK DESCRIPTION	Standard Internet lease line connection will be terminated on Vivekanand Education Society, Router/Firewall/Switch and configuration of ports on the devices will be managed by customer IT team.



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## 7. VALUE PROPOSITION FOR INTERNET SERVICES

### 7.1 Technical Proposition:

- End to End Fibre based IP network to have highly scalable, uniform network architecture for all Jio wireline services.
- Ready road map for futuristic Internet with Dual stack IP (IPv6 and IPv4) addressing offering by default.
- Faster Internet content access due to largest peering capacity with leading content providers like Google, Microsoft, Akamai, Facebook etc.
- Best in class Internet browsing experience due to 150 + peering points at 5 international PoP's with global carriers.
- Ability to offer multiple wireline services on same access network infrastructure – Quick delivery and service management.

## 8. PROPOSED SERVICE LEVEL PARAMETERS

Below tables represents Premium Service Level Parameters for ILL Service.

### 8.1 Service Availability

Type of SLA	Service Availability (In %)
Premium	98.5% to 99.5%

### 8.2 Average Network Packet Loss

Type of SLA	Average Network Packet Loss (IPE-IPE)**
Premium	<=0.5%

\*IPE is Internet PoP router

### 8.4. MTTRespond and MTTRepair Assurance

Class of City	MTTRespond in hrs	MTTRepair in hrs
Top 20 cities*	20 minutes	3 hrs
Rest of India	20 minutes	6 hrs

### 8.5 List Of Top 20 Cities

1. Mumbai	2. Chandigarh	3. Kanpur	4. Lucknow	5. Jaipur
6. Kolkata	7. Mumbai	8. Ahmedabad	9. Surat	10. Vadodara
11. Bhopal	12. Indore	13. Nagpur	14. Pune	15. Bengaluru
16. Kochi	17. Chennai	18. Coimbatore	19. Hyderabad	20. Vishakhapatnam



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### 8.6 Enterprise Customer Care Desk

Jio is managing 24x7x365 Customer Care desk at RCP, Ghansoli, Navi Mumbai. Salient features:

- a) A 24x7 contact center with regional language support
- b) State of art contact support through voice, chat and video contacts
- c) Dedicated e-mail support center for fulfilment

### 8.7 Ways To Reach Enterprise Customer Care Center Are:

- a) Dedicated Toll free number – 1800 88 99333
  - b) Dedicated Email- [enterprisecare@jio.com](mailto:enterprisecare@jio.com)
  - c) Self-Care portal (Web based) – Online service Requests & status view
- Relationship manager in field

## 9. SITE READINESS CRITERIA

### 9.1 READINESS CRITERIA

S.No.	Elements/ Checklist Components	Responsibility	Available (Yes/No)
	<b>Electrical / Infrastructure Requirement for all media</b>		
a)	24x7 Online UPS Power Supply	Customer	
b)	One 5 Amp AC power sockets in the rack for Jio CPE		
c)	Lightening is proper in communication/server Room		
d)	Recommended ( 21± 2) room temperature		
e)	Rack space to accommodate network equipment		
f)	Earthing (< 1 Ohm , Earth to Neutral < 3 V)		
A1	<b>UBR Locations</b>		
g)	Access, Space & Permission availability at VIVEKANAND EDUCATION SOCIETY, for feasibility and last mile activity	Customer	
h)	Roof permission for UBR infra (pole/mast) installation.		
i)	Identification of Cable route / In-house cabling at the premises from pole / mast till Server Room	Customer/JIO	
j)	Earth resistance value <1.0 Ohm & Earth to Neutral < 3 V	Customer	
k)	Earthing for UBR mast at Sites	Customer/JIO	
l)	Availability of rack Space for UBR IDU – 1 U rack space	Customer	
m)	UBR – UTP cable covers distance <70 mts from OUD to IDU/CPE	Customer/JIO	
n)	Space for Earth pit in case of UBR pole > 9 meter		
A2	<b>Fibre Location</b>		
a)	Access, Space & Permission availability at Customer locations for feasibility and last mile activity		



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b)	Identification of Cable Entry point of Location / In-house cabling at the customer premises for fibre Extension	Customer/JIO	
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#### 10. COMMERCIAL APPLICABLE

Complementary ILL use for (30) days post activation, from 31<sup>st</sup> day the commercial plan will be activated on given link.

COMMERCIALS FOR INTERNET LEASE LINE						
S.NO	BANDWIDTH ( Mbps)	NO. OF SITES	PER SITE		TOTAL	
			OTC (INR)	ARC (INR)	OTC (INR)	ARC (INR)
1	200	1	20000	20,00,000	20,000	20,00,000
TOTAL					20,000	20,00,000

#### 10.1 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.

##### a) 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.

##### b) Service order to be issued in the name of RJIL.

c) This order is not binding on parties and shall be subject to execution of agreement on mutual agreed terms and conditions and submission of filled CAF form by "VIVEKANAND EDUCATION SOCIETY".

d) This offer/ proposal is valid for activations till 30 days from its publication/ submission date.

##### e) Taxes & Duties

The tariffs mentioned above are exclusive of GST and any current and future turnover related or any other taxes / duties applicable in India which shall be charged at actual.

##### f) Period of Contract

The term of the contract provided herein above shall be for **12 months after free Demo Period**; auto renewable unless amended. Amendments to be made in writing by either parties 30 days in advance.



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g) 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.

h) Payment Terms

i. Billing: Quarterly Advance

ii. One Time Charges: One time charges are inter-alia the nature of testing / commissioning / installation charges and shall be payable at the time of order placement or modification of the respective link, as applicable. No OTC will be given by the customer

Recurring Charges: Recurring charges shall be payable quarterly in advance.

iii. Payment Option: All subscribers are required to opt for e-bill and auto pay options.

11. DOCUMENT REQUIRED

- ☒ PoA of Company
- ☒ POI of Authorized Signatory
- ☒ List of locations with address and contact duly signed and stamped
- ☒ Purchase Order
- ☒ Duly Filled and signed Customer Application Form (CAF)
- ☒ Proof of Identity
- ☒ Proof of Billing address
- ☒ Network LAN diagram.
- ☒ Submission of License number - for OSP/ Call Center customers
- ☒ Advance Payment, vide cheque or demand draft (If applicable )
- ☒ Account manager will confirm on the other required documentation.

End of the Proposal Document



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# Vivekanand Education Society

Since 1962 P.O. NO. 09/2018-19

(Reg.No. F-1029 BOM.)

Date: 27/07/2018

To,  
Mr. MANISH KAKKAR  
RELIANCE JIO,

Sub: Internet Leased Line Service

Sir,

With reference to your quotation and subsequent discussion with the undersigned, we are pleased to place our purchase order for the following items as per the terms and conditions mentioned hereunder.

Sr. No.	DESCRIPTION	Qty.	Rate (Rs.)	Amount (Rs.)
1	200 MBPS Leased Line 1:1 for the Period of 03 Years (UG PURE FIBER)	1	14,00,000.00	14,00,000.00
2	One Time Installation Cost	1	20,000.00	20,000.00
			<b>TOTAL</b>	<b>14,20,000.00</b>

**Terms and conditions:**

1. GST : Extra As Applicable
2. Delivery : Fiber ( MSO in 1.5 months/ UG after 02 months)
3. Payment : Quarterly Advance
4. Jurisdiction : All Transaction are subject to Mumbai court only.(as per SLA)

Total value of the order Rs. 14,20,000/- + GST  
(Rs. Fourteen Lakhs Twenty Thousand Only)

Thanking You,  
Authorized Signatory,

Vivekanand Education Society.



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# Vivekanand Education Society

(Reg.No. F-1029 BOM.)

Date: - 21.07.2018

To,  
Mr. Manish Kakkar  
Reliance JIO

## Sub: - Letter of Intent for 200 MBPS Internet Leased Line

Dear Mr. Manish,

As per our today's (21<sup>st</sup> July 2018) meeting held in VES Trust office, Chembur, we hereby issue this Letter of Intent to provide Leased Line of 200 MBPS to our trust subject to following terms & conditions:

1. Price we confirm Rs. 14,00,000/- + Tax and not 15,00,000/- + Tax as per your mail confirmation.
2. Time period of contract is 03 years with periodically advance Quarterly Payment.
3. You shall install the Reliance Jio end mile (connection) in 1.5 months via (MSO) fiber. Reliance Jio must ensure that they will provide underground (UG) fiber connection (after Oct.2018 as per your mailing confirmation).
4. The documentation part should be done within one week. The purchase order (PO) will be issue all above confirmation.

Best Regards,

For Vivekanand Education Society,

Authorized Signatory.



*Manish Kakkar*

Received by  
SAURABH KUMAR (ECL)  
① POI ② POA ③ Purchase Order  
④ ASPOT

1st Floor, Trust Office, Sindhi Society, Mumbai - 400 071. INDIA Tel: +91 22 2622 7460 / 2523 7088  
Email: veschembur@gmail.com | Website: www.vesec.org



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## BHAVANI BROADBAND –SERVICE LEVEL AGREEMENT



### SERVICE LEVEL AGREEMENT (SLA)

Bhawani Cable & Broadband Services provides the following Service Level Agreement (SLA) for Fiber connectivity proposed to Vivekanand Education Society.

SLA is provided on the below QoS parameter:  
Network availability (in 98%)

This is calculated as follows:

$$\text{Network Availability} = \frac{\text{Overall network uptime}}{\text{Total time}} \%$$

#### Mechanism Used

For the purpose of this SLA, Network Availability means availability of the network setup by Bhawani for Vivekanand Education Society. lodging a complaint will be given a fault ticket. When the complaint is resolved and the same is confirmed by the customer, and if the problem is at Bhawani end then this duration will be treated as outage.

#### Service Quality

Our motive is to achieve 100% network availability. Network availability is defined as being able to access end-to-end network through Bhawani.

We will offer SLA on connectivity for Core and Access network as follows;

- a) Access-Network / Core Network – 98%

In addition to the above, network unavailability doesn't include scheduled maintenance, which should not exceed 660 min. in a quarter subject to a maximum of 180 min at a stretch or any unavailability resulting from:

- 1) Customer's applications, equipment, or facilities
- 2) Incidents of disaster and Force measure

#### Network Availability (Credit Offered)

3rd Floor, Sanjona Complex, Plot 11-A, Hemu Kalani Marg, Sindhi Society, Mumbai - 400 071. Tel.: 8422836950/1/2, 022-25568180/8181.



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A current SLA of 98% Network uptime is offered

- An average round trip delay of less than or equal to 350 ms between any two hops originating from your location and the destination on fiber medium is being offered.
- Service outage credits are granted if the Network availability falls below the target objective of 98% with an availability of 98% uptime, 7 & half hours of network unavailability per month is exempt from service outage credits. The rebate offered in case of downtimes beyond the SLA of 98% will be calculated on actual downtimes faced at the customer end for the delay in connectivity uptime resulting from Bhawani end.
- No Credit would be passed if the problem in connectivity is due to customer-end issued like PC problem or slow browsing.

#### Customer Support:

As soon as a problem related to non-connectivity / slow browsing is reported to our technical support team they will attempt to determine the cause of the problem and start troubleshooting. The problem may or may not require an onsite visit. If an onsite visit is required the technical support team would escalate the call to field engineers who would help to resolve the problem either on phone or through an on-site visit. The same is left to the sole discretion of Bhawani. The service team will monitor the progress of the dispatched, escalated and scheduled calls. Once a problem is reported and resolved Bhawani will be asked to verify completion and his/her satisfaction with the service received, before the call is closed.

#### Your subscription details with us are as follows:

IP	103.197.221.162 to 170 ( 9 IPs)
Subnet Mask	255.255.255.240
Gateway	103.197.221.161
Plan	200 MBPS Unlimited (1:1) Period 3 years.

#### Service Flow:

- Complaint is rectified and information passed back to the customer.
- Call is closed once the problem is resolved.

3rd Floor, Sanjona Complex, Plot 11-A, Hemu Kalani Marg, Sindhi Society, Mumbai - 400 071



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**Support Escalation:**

S No	Name	Designation	Email ID	Contact No
1.	Abhijeet Mhatre	Sr.Network Engineer	sameer@bhawanicable.com	8422836924
2	Kiran Mane	DGM-Operations	kiranm@bhawanicable.com	7506685588

**Force Majeure:**

Is defined as if, at any time during the continuance of the agreement, the performance in whole or part by either party of obligation under the agreement shall be prevented or delayed by reasons of any war, hostile acts of enemy, civil ruling of TRAI / TDSAI or any law commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions or acts of God (hereafter referred as eventualities), then provided notice of the happenings of any such eventualities, is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this contract agreement nor shall either party have claim for damages against the other in respect of such non performance or delay in performance.

**Other provisions:**

M/s Vivekanand Education Society shall be solely responsible for the content of the data and other material transmitted and carried through the services provided by Bhawani, and M/s Vivekanand Education Society not use the services contrary to any applicable statutory or regulatory rules or guidelines. All other terms and conditions remain same as per CRF.

**Exit Clause:**

Both the Parties shall be entitled to terminate this agreement by issuing notice period of two months in advance. In case of faulting the same a penalty of two months advance has to be paid.

**Arbitration:**

Any dispute arising between the parties for the service provided under this agreement, shall be resolved by an arbitrator, who has been mutually agreed upon by both the parties. In case the parties are not able to agree upon the arbitrator within 30 days the sole arbitrator will be appointed by the High Court under the provisions of the Arbitration and Conciliation Act 1996.





**Bhawani**  
Cable & Broadband Services

The arbitrator shall give a reasoned award. The disputing parties shall equally bear the cost of the arbitration. The decision of the arbitrator shall be binding and each party hereto expressly waives the right to appeal from the decision of the arbitrator. The place of the arbitration shall be in Mumbai. Arbitration proceeding shall be in the English Language. This agreement shall be governed and construed in accordance with the laws of India.

**Mandatory approval from Leased line customers to provide below mention details & conditions as per Department of Telecom.**

1. Specify the reason for taking the link.
2. Customer to allow Bhawani Engineer for periodic inspection of his network of his premises in details.
3. Customer will provide his network diagram along with [PSTN / NLD / ILD / WLL / GSM / other IPS]
4. Customer, who wants to use this internet connection with licensee's setup for provision of internet service to its customers, has a valid ISP license.
5. Below mention activities are prohibited using Bhawani internet connection.
  - a. Voice communication from anywhere to anywhere by means of dialing a telephone number (PSTN/ISDN/PLMN) as defined in National Numbering Plan is not permitted.
  - b. Originating the voice communication service from a Telephone in India is not permitted.

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- c. Terminating the voice communication to Telephone within India is not permitted.
- d. Establishing connection to any Public Switched Network in India and/or establishing gateway between Internet & PSTN/ISDN/PLMN in India, is not permitted.
- e. Use of dial up lines with outward dialing facility from nodes is not permitted.
- f. Interconnectivity is not permitted between ISPs who are permitted to offer Internet Telephony Services and the ISPs who are not permitted to offer Internet Telephony Services.

I hereby agree to the above mention points.

For  
Bhawani Cable & Broadband Services



For  
Vivekanand Education Society.



Place: Mumbai  
Date: - 1<sup>st</sup> Jul 2019.

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# Vivekanand Education Society

(Reg.No. F-1029 BOM.)

## VES CENTRALISED NETWORK POLICY

TO : VIVEKANAND EDUCATION SOCIETY COLLEGE OF PHARMACY  
FROM : HEAD OFFICE, VIVEKANAND EDUCATION SOCIETY.  
POLICY NO. : VESCAMPUS/2020-2021/POLICY-01

Policy : Internet bandwidth Optimization and Commercial Policy.

### Rationale:

AS per VES Centralized Network policy, 200 MBPS leased line has purchased from Reliance Jio Infocomm Limited as a primary ISP and 200 MBPS leased line has purchased from Bhawani Cable and Broadband Services as a buffer. Both leased line inputs has been activated with load balance redundancy for maintained 99.9 % uptime.

### Sponsor:

The regulations mentioned in this sample internet usage policy are covered by VESCAMPUS and any breaches of the policy can be addressed by the network administrator, who is given control to oversee what internet utilization is occurring on the network and the internet within the workplace, through a user-friendly interface. Moreover, administrators have the ability to divers speed and control bandwidth in real-time with VES Centralized Campus categorization making it the ideal companion to an effective Internet Usage Policy.

### Internet charges:

Billing address of both ISP should be addressing to VES head-office. VES Head-office will be paid internet charges to above mentioned ISPs. VES Head-office generates the debit notes institute-wise as per their bandwidth requirement and utilization.

### Consultation Considerations:

As per broadband policy, bandwidth speed is measured as leased band (20%) and paired band (80 %) of total Internet Leased Line bandwidth.

Name of Institute:  
Internet Plan for institute:  
Quarterly Amount:  
Yearly Amount:

Vivekanand Education Society's College of Pharmacy.  
100 MBPS 1:1 BBL  
Rs. 41,000.00/- (GST Inclusive)  
Rs. 1, 64,000.00/- (GST Inclusive)

(Authorized Signatory)  
Vivekanand Education Society



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