

NOFN Operations Cell
6th Fl., Bharat Sanchar Bhawan,
Janpath, New Delhi-110001



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. BSNLCO-NOFN/12/1/2020-NOFN OPN

Dated 22 12 2020

To
The CGMTs
All Territorial Circles
BSNL

Subject: Leased Fiber SLA – Settlement of the SLA based invoices

Kindly find attached herewith BBNL letter number BBNL/Sr.GM(NOC,DC&NMS)BG/SLA Leased Fiber/2020-2021/5, dated 21.12.2020 regarding procedure for Settlement of SLA based invoices for BSNL's existing Fiber, leased out to BBNL, under BharatNet Project., for necessary action.

This is issued with the approval of competent authority.

Encl. As above

Z Shams
22/12/2020
DM (NOFN-Ops)

Copy for kind information and necessary action to:

1. GM(Finance-GP), BSNL CO, New Delhi

वरिष्ठ महा प्रबंधक

Sr. General Manager (NOC, DC&NMS)

बैंगलुरु/ Bangalore, कर्नाटक/ Karnataka

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भारत ब्रॉडबैंड नटवर्क लिमिटेड

BHARAT BROADBAND NETWORK LIMITED

(A Government of India Enterprise)

वेबसाइट/Website: <http://www.bbnl.nic.in>

2nd Floor, BSNL CACT Complex, Dooravaninagar
Bangalore-560016

BBNL/Sr.GM(NOC,DC&NMS)BG/SLA Leased Fibre/2020-2021/5

Dated:21/12/2020

To,

The State Heads, BBNL

Subject: Leased Fiber SLA- Settlement of the SLA based invoices

Kindly find attached the Minutes of the meeting held between BBNL and BSNL where the procedure for settlement of SLA based invoices for Leased fibre was decided.

This is for your information and necessary action please.

N. Phillips

21/12/2020

Neelima Rebecca Phillips
Sr.GM(NOC,DC & NMS) BG

Copy to:

1. CGM (O&M) BBNL
2. Sr.GM(NMS&DC)DL, Sr GM(NOC) DL
3. GM(NOFN-Ops) BSNL

DM (NOFN-ops)
21/12

Settlement of SLA Based Invoices by BSNL for BharatNet Leased OFC


An agreement for fibre lease and OLT space and Infra O&M for BharatNet-I was signed between BSNL and BBNL which is effective from 1-7-2019 to 30-6-2022. As per agreement BSNL will provide services to BBNL with SLA. In this regard, a meeting was held between Director (EB) BSNL and Director (O) BBNL on 04/12/2020. Following clauses of agreement were deliberated, which are relevant for the purpose of SLA calculation.

- 2.1.8 In case OTDR readings about the fault reported are available with BBNL, the same shall be shared with BSNL. The idea of asking for OTDR reading is to segregate the fault whether it falls in BSNLs existing cable or BBNLs incremental cable. In case it is not possible to provide this information then in that case reconciliation of SLA shall be done based on BSNL records. In case of any dispute it shall be resolved amicably between stat PMU of BBNL and SSA Head of BSNL.
- 2.1.9 Further, SLA shall be calculated on a monthly basis for each fibre link and signed off between SSA Head of BSNL and State PMU of BBNL.
- 4.2.5 Service Level Agreement: BSNL shall endeavour to maintain the uptime of leased OFC routes and OLT infrastructure under this agreement for at least 99% of time, on monthly basis. No deductions shall be made for up to 99% uptime. For below 99% uptime, the payment shall be made on pro-rata basis (i.e. Monthly Charges multiplied by Percentage of Monthly Uptime).
- 4.2.5.1 However for the purpose of calculating Up-time, the following faults or outage hours shall be excluded:
- Periods between generation of trouble ticket and time when it is made over to BSNL_(by means of changing bin).
 - Periods where the failure of any components or equipment belonging to BBNL.

Clause 1.12 at Annexure 1 SLA shall be calculated for the duration between the change of bin to BSNL fibre and reported by BSNL as rectified in the TT compliance and accepted by BBNL.

It has been agreed that the SLA shall be worked out jointly by BBNL and BSNL field units as per the provisions of the agreement by following procedure which is elaborated as under:

- BBNL and BSNL field units shall jointly agree and sign the down time of each leased OFC link on a monthly basis for each Block/ District/ SSA/ Circle as agreed jointly by both the Circle/ State Heads. These should be signed before 10th day of the succeeding month. The same shall be referred as "Monthly BharatNet Leased OFC Downtime Statement for the preceding month.
- BSNL shall raise the quarterly invoices based on the jointly agreed and signed Monthly BharatNet Leased OFC Downtime Statements.
- BBNL shall process and approve the invoices in a time bound manner as envisaged in the agreement.



10/12/20



10/12/2020

4. A jointly signed statement to be released indicating the invoice details, amount, deductions, TDS, actual payment details etc.

It supersedes all the preceding orders issued on SLA calculations.


(Anil Kumar Gupta) 0/12/20
CGM(O&M) BBNL


(Praful Kumar Sigtia) 10/12/2020
GM(NOFN-Ops)BSNL


(V.P Singh) 10-12-20
Director(O), BBNL


(V. Ramesh) 10/12/2020
Director(Ent.), BSNL

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