



Service Level Agreement (SLA)

SLA for MANGO IPBW Services (Mango Serial 20090611)

Mango Teleservices Limited (MANGO) is a licensed International Internet Gateway (IIG) operator in Bangladesh. MANGO provides Submarine Cable and Satellite based internet bandwidth and other services as defined in www.mango.com.bd web site & IIG license. CUSTOMER is an authorized entity to purchase services from MANGO and already executed a Service Order with MANGO. This SLA is signed in reference to the executed Service Order, both CUSTOMER & MANGO agrees to fulfill the terms & conditions set forth in this agreement. This SLA covers MANGO IP bandwidth services only and is valid for the contract period as per executed Service Order. MANGO reserves the right to alter, modify or make amendment to this SLA.

MANGO SLA commitments:

Availability (Uptime): 99.5% Uptime of MANGO equipments and network.

Quality: Committed throughput as per duly executed Service Order using BGP routing; less than 0.5% Packet Loss and less than 15ms Latency between MANGO network customer entry point & MANGO network exit point (MANGO connection point to submarine cable POP or VSAT / Satellite earth station).

Others: Technical assistance in provisioning & operations, 24/7 NOC & Helpdesk support, Fault handling process with committed MTTA and MTTR, Online CRM, MRTG through website customer portal for customer usage record, Process for suggestion handling.

For service downtime exceeding MANGO SLA commitment, MANGO will not charge the customer for downtime period and the customer has to claim for that with evidence. Mango will evaluate the claim & evidence; if valid then adjustment will be made with the following month's MRC and the customer will be informed accordingly by MANGO. Waivers & Force Majeure shall not fall under MANGO's service level commitment.

MRC Adjustment & Service Availability (Uptime) definition

MRC Adjustment (Hours) = (Committed uptime % - Customer Experienced Uptime %) x (H-M)

Customer Experienced Uptime % = $[(H - D) / (H - M)] \times 100$

Where,

- "H" is the number of hours in a billing month (usually 30 x 24 = 720 hours)
- "D" is the MANGO service outage time as logged or experienced by customer
- "M" is total hours in a billing month for which service was suspended due to force majeure, waivers and/or nonpayment by customer in due time.

Fault handling process and response time: Customer may raise Trouble ticket through mango online Customer Portal (www.mango.com.bd) or by phone to Mango NOC (01730068810 or 017130068811 or 03771800500). MANGO assures Mean Time to Attend (MTTA) & Mean Time to Repair (MTTR) as per severity of the reported trouble and time of reporting.

During Working Hours (Sunday to Thursday 9:00 to 17:00 hours except government holidays):

Priority	Priority Definitions	MTTA	MTTR	Update Intervals
P1	Out of Service	1 Hour	4 Hours	1 Hour
P2	Service Interruptions	1 Hour	8 Hours	2 Hours
P3	Quality	2 Hours	16 Hours	4 Hours
P4	Non-Service Affecting	2 Hours	24 Hours	6 Hours



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Beyond working Hours:

Priority	Priority Definitions	MTTA	MTRR	Update Intervals
P1	Out of Service	2 Hours	6 Hours	2 Hours
P2	Service Interruptions	2 Hours	10 Hours	2 Hours
P3	Quality	4 Hours	24 Hours	6 Hours
P4	Non-Service Affecting	8 Hours	36 Hours	12 Hours

Escalation: In the event of dissatisfaction with the services rendered, customer may contact

Level	Designation	Contact Information
Level – 1	Network Operations Coordinator	017 3006 8821 level1.support@mango.com.bd
Level – 2	Chief Technical Officer	017 3006 8823 level2.support@mango.com.bd

Force Majeure: For the purpose of this agreement, Force Majeure is any events or circumstances or combination of events or circumstances which materially and adversely affects the performance of Mango Teleservices Ltd. of its obligations under or pursuant to this agreement and is not within the reasonable control of MANGO, to the extent that such events or circumstances or its material and adverse effects cannot be prevented, avoided, or removed by MANGO through the exercise of diligence and reasonable care and acting in accordance with prudent operational practice. Force Majeure shall include each of the following events and circumstances, which occur inside or outside the country that will satisfy the foregoing requirements: Any act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, revolution, riot, insurrection, civil commotion, public disorder, vandalism, act of terrorism, or similar events; radioactive contamination or ionizing radiation originated from a source in Bangladesh or resulting from any other event of Force Majeure; labor disputes, including strikes that are of a political, religious or ethnic nature; change of law; action or inaction of any public sector entity or any government authority; lightening, fire, earthquake, volcanic activities, floods, storms, cyclones, tsunami, typhoons or tornadoes; epidemics or plagues, fire, explosion or chemical or radioactive contamination and solar outage.

Waivers: The direct service-affecting commitment of MANGO and compensation obligations under this SLA shall be waived completely for events like; Any failure of MANGO on account of any government orders, BTRC instructions, LEA instructions, other court orders, intervention or orders by any public sector entity or governmental authority; Internet congestion, failure in worldwide internet domain, IP path failure or other domain or route server failures; Submarine cable failures, BTCL or other local backhaul providers transmission or any other system failure; Satellite failure, data center failures, Third party failures affecting MANGO service, Scheduled or periodic maintenance (with 36 hours notice); Emergency maintenance (with 8 hour notice).

For and on behalf of CUSTOMER

For and on behalf of MANGO

Authorized Signature & Seal

Authorized Signature & Seal

Name:

Name:

Title:

Title:

Company:

Company:

Date:

Date:

Witnesses

Witnesses

Signature

Signature

Name:

Name:

Title:

Title:

Initial of CUSTOMER _____

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Initial of MANGO _____