



No. 13-2/2012-IDC/IT.CFA

Dated: 14.06.2013

To

CGM BBNW  
 New Delhi

**Subject: Approved CAF for cloud services - Modifications regarding.**

1. This is in continuation to this office letter no. 13-2/2012-IDC/IT.CFA dated 11.04.2013 regarding approved CAF form for public CaaS (Cloud as a Service) along with terms and conditions.
2. Following clauses in the terms and conditions of the above referred approved CAF has been amended as below -

S. No.	Present clause in the approved CAF	Amended Clauses				
(Point no. 30)	<p>If Customer fails to make payment within thirty (30) days from the date of invoice, BSNL will :</p> <p>a. Charge interest of 2% per month on any outstanding amount from the relevant due date of payment to the actual date payment is received by BSNL.</p> <p>b. Suspend the customer account on the cloud portal on the thirty-first (31st) day from the date of invoice, thus all access to the customer account will be suspended till such outstanding payment is received.</p> <p>c. Terminate the customer account and delete all customer resources on the forty-sixth (46th) day from the date of invoice</p>	<p>A. For the additional resources, client needs to immediately initiate the advance payments, as referred in the payment due reminder notice. Upon the payment initiation process confirmations, the service can be availed un-interruptedly by the clients for the excess usage thereafter.</p> <p>B. If the Client fails to pay any Fees, when due of this order form;</p> <p>(i) The client account will be automatically suspended, once the accrued actual resource utilization charges cross the advance payments (as per the Initial PO) made by the clients. The clients will not be able to further use the CaaS Service.</p> <p>(ii) The service can be further re-activated only after the payment of such pending dues as referred in the Payment reminder notice/BSNL Invoice is made and intimated by the clients to BSNL.</p> <p>(iii). Re-establishment fees of the Services following suspension would be applicable. These Fees will be invoiced to Client in the month following the month in which they accrue.</p> <p>(iv). If clients does not confirms the same within 15 days of account suspension, the client account would be completely terminated and the records and provisioned resources would be deleted thereafter</p>				
Point no 33.2 sub-point C	Notwithstanding anything to the contrary herein, at no time will the total cumulative Service Level Credits payable for all Service Level Failures that occurred during a particular calendar month exceed Twenty five percent (25%) of the Monthly Fee	Notwithstanding anything to the contrary herein, at no time will the total cumulative Service Level Credits payable for all Service Level Failures that occurred during a particular calendar month exceed Ten percent (10%) of the Monthly Fee				
Point no. 33.3	<p>Service Level Credit Percentage:</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Total Duration of Downtime for "Service Uptime Target" Service Level in the applicable calendar month for a particular location</td> <td style="width: 50%;">Service Level Credit %</td> </tr> </table>	Total Duration of Downtime for "Service Uptime Target" Service Level in the applicable calendar month for a particular location	Service Level Credit %	<p>Service Level Credit Percentage</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Total Duration of Downtime for "Service Uptime Target" Service Level in the applicable calendar month for a particular location</td> <td style="width: 50%;">Service Level Credit %</td> </tr> </table>	Total Duration of Downtime for "Service Uptime Target" Service Level in the applicable calendar month for a particular location	Service Level Credit %
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0 - 210 minutes	0%	0 - 210 minutes	0%
211 minutes - 240 minutes	2%	211 minutes - 240 minutes	1%
241 minutes - 360 minutes	5%	241 minutes - 360 minutes	2%
361 minutes - 480 minutes	10%	361 minutes - 480 minutes	4%
481 minutes - 600 minutes	15%	481 minutes - 600 minutes	6%
601 minutes - 720 minutes	20%	601 minutes - 720 minutes	8%
721 minutes or more	25%	721 minutes or more	10%

\*All the References to Client'sCustomer are to be replaced by "Client's /Customers".

- Accordingly the amended CAF form for public CaaS (Cloud as a Service) along with terms and conditions is enclosed for further necessary action at your end please.

Enclosure: As Above

*U. K. Ghosh*  
 (U. K. Ghosh)  
**DM (P-3)**

**Copy to -**

M/s Dimension Data - for kind information please.