Reliance Jio Infocomm Limited

Business Proposal : Internet Leased Line

Customer Name:
Date of submission:
Validity: 1 Month

Account Manager

Name:
Email:
Contact Number:

Table of Contents

About Jio

Reliance Jio Infocomm Limited ("Jio"), a subsidiary of Reliance Industries Limited ("RIL"), has built the world's largest all-IP data network with the latest 4G LTE technology. It is the most advanced network to provide high speed and ubiquitous data services. Jio has created a full eco-system comprising network, devices, applications and content, service experience and affordable tariffs for everyone to live the Jio Digital Life.

Jio is grateful to you for showing interest in Jio Digital services. We are delighted to welcome you to this exciting digital journey with Jio.

Incredible journey of Jio

Jio launched its 4G services in September 2016 and since then it is breaking one world record after another.

- In less than **170 days**, more than **100 million customers** signed up for Jio's services. This was the fastest adoption of any technology service, anywhere in the world.
- Jio has redefined technology service adoption and became the fastest growing company in the world, with **more than 300 million customers**.
- Jio enables users to make unlimited voice calls from anywhere to everywhere in India – Absolutely free.
- Jio has revolutionized data consumption and made India the number 1 data-consuming nation.
- Jio users consistently make more than **530 crore minutes of voice calls/day and video consumption has crossed more than 410 crore hours/ month.**
- Jio has reinvented the conventional feature phone market and launched a breakthrough device called the Jio Phone that will unleash mobility and digital for every Indian.
- Jio's rapidly expanding **4G network coverage will be more than the combined 2G coverage** provided by all other telecom service providers **in next 12 months** in the country.

Network Overview

Key highlights of Jio's network

a) World's largest mobile data consumption network and first Exabyte network in the world.

b) Double the 4G base stations than all Indian operators combined.

c) Only network to deploy pan-India 4G across the 800MHz/ 1800MHz/ 2300MHz bands.

d) More data consumption than US and Chinese mobile companies.

e) Largest caching and CDN network in India.

f) Widest 4G reach in the industry; substantially greater than any operator; 80%+ of the overall industry data capacity and commensurate voice capacity.

g) Network presence in all 29 states of India, with direct physical presence in 29,000 cities and over 2 Lakh Villages.
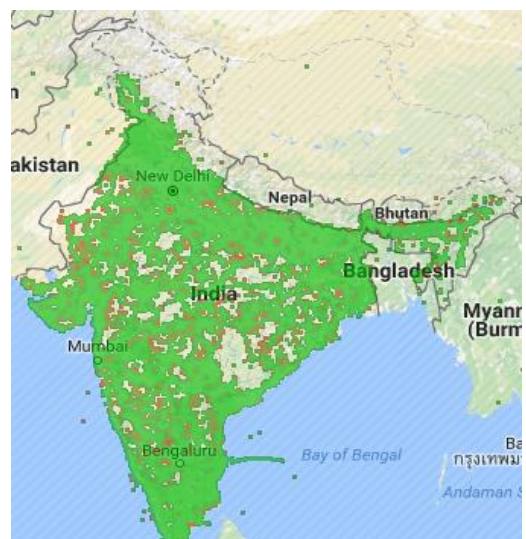
h) More than 2.5 lakh kilometres of fiber-optic cables, covering 18,000 cities and over one lakh villages.

i) Strong service network with 1000+ Jio Centres and over 1 million retailers, PAN India.

j) Built nearly half-a-million square feet of cloud data centres and a multi-Terabit capacity international network.

Service Philosophy

We are committed to provide enhanced customer experience to our customers…always! Our dedicated Unified Fulfilment Centre is available round the clock to address your service requirements.

With Jio you get:

a) **Network Assurance-** Assured Network and proactive diagnostics on a button click

b) **Proactive Service-** Proactive monitoring of quality standards critical to you and their informed maintenance

c) **Simple Billing-** Fixed monthly service cost, requiring no reconciliation

d) **Self Help-** A world class self-care App for you to self-manage your account, completely

e) **Enterprise Fulfilment Centre-** A state of the art, Enterprise service centre with voice and e-mail support

Jio Service Touch Points:

Self-Care

www.Jio.com / <my account>

Enterprise Fulfilment Centre

1800 88 99 444

E-mail Assistance

enterpriseservices@jio.com

Jio Differentiators

1. **Highly scalable network**

   a) Jio network based on optical fiber cables, enables delivery of highly scalable bandwidth - up to 100Gbps.

   b) Largest coverage with +1.5 lacs Access POPs and +500 Core POPs, bringing quality of service closer to customers.

   c) Jio network design delivers a fiber into your IT room unlike the general practice of building level fiber termination enabling bandwidth upgrades.

   d) Jio deploys the most optimal technology from access media options like Fiber, Radio (UBR) and 4G LTE to enable quick service delivery and options for migration.

2. **Highly resilient network**

   a) Jio Meshed Core ensures no single point of failure with dedicated dual fiber and multi homed architecture.

   b) Access Network locations are connected on dual diverse paths on fiber (no copper) to ensure high availability.

   c) Jio has an all IP network with complete ownership of last mile (access), with no third party dependency (off-net).

3. **Digital Convenience**

   a) Access of self-care portal to manage your services life cycle

   b) View and pay bills online.

   c) View performance of service, ability to raise and track service requests online.

4. **Simple & efficient Billing**

   a) Simple charging methodology

   b) Easy to read bills available at portal

5. **Dedicated Enterprise care**

   a) One integrated team responsible for end to end service experience. Single owner for incident management

Proposed Solution

1. Solution overview:

ILL Services Offer	
Customer Name	
Bandwidth Required	
Access Media	
No of Public IPs	
CPE	Customer Owned & Managed
Installation Address	

2. Service Performance Parameters

Below tables represents Standard and Premium Service Level Parameters for ILL Service.

2.1 Service Availability

Type of SLA	Service Availability (In %)
Premium	>= 99.5%
Standard	>= 98.5%

2.2 Average Network Packet Loss

Type of SLA	Average Network Packet Loss (IPE-IPE)*
Premium	<=0.5%
Standard	<= 1.0%

*IPE is Jio owned Internet PoP routers in Mumbai, Chennai, London, New York, Los Angeles, Marseille and Singapore

2.3 Average Network Latency

Type of SLA	Submarine cable route	IPE From – IPE To	Latency values
Premium	Trans-Atlantic	Mumbai to London	<= 150 ms
		Mumbai to New York	<=260 ms
		Mumbai to Marseille	<= 130 ms
	Trans-Pacific	Chennai to Los Angeles	<=270 ms
		Chennai to Singapore	<= 60 ms
	Domestic	Mumbai to Chennai	<=40 ms

2.4 MTT Respond and MTT Repair Assurance

Type of SLA	Class of City	MTT Respond	MTT Repair
Premium	Top 20 cities*	20 minutes	3 hrs
	Rest of India	20 minutes	6 hrs
Standard	Top 20 cities*	20 minutes	4 hrs
	Rest of India	20 minutes	8 hrs

*List of top 20 cities

1. Delhi	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

3. Scope and Responsibility Matrix

S. No.	Activity – Scope	Owner
1	Site survey for overall solution & product requirement finalisation	Jio
2	Create solution design, BoM, BoQ for components	Jio
3	Provide Solution architecture	Jio
4	Permission for laying out network infrastructure, active and passive components	Customer
5	Provide space and requisite power to active components	Customer
6	Service delivery	Jio
7	Testing & Handover	Customer
8	Management and SLA reporting	Jio

Commercials

Customer:

Product: Internet Leased Line (ILL) Service –

a) Flat Fee rental plan is proposed for the list of sites, connected by Jio

Location	Bandwidth		Additional IPs		Routers		One time Charges (₹)	Total Recurring Charges (₹/annum)
	Mbps	Charges (₹)	Qty.	Charges (₹)	Qty.	Charges (₹)		

b) Lock in Period -

1. Terms & Conditions

The following terms shall be read in addition to and in conformity with the terms and conditions of Jio Enterprise Application Form (EAF) other terms and conditions which include Product Terms and Conditions (PTC) forming part of Commercial Form (CF), Internet Usage Declaration Form (Applicable for subscribers of ILL Services) , Service Level Agreement (SLA), as applicable).

a) Validity - This proposal is valid for 30 days from its submission date.

b) Taxes & Duties - The tariffs mentioned above are exclusive of GST and any other taxes. Current and future taxes / duties applicable shall be charged at actual.

c) Lock-In Period -

   a. This Agreement shall commence from the date of signing of Agreement or date of Commissioning of Services and is subject to a lock – in period. Early exit will result in levy of charges.

d) Payment Terms -

   ▪ One Time Charges: One time charges are payable at the time of order placement
   ▪ Recurring Charges: Recurring charges shall be payable Monthly/quarterly in advance.

e) Payment Options: E-bills will be provided to customer and payments to be made digitally

f) Network equipment remains the property of Jio. Customer will provide access to the premise, secure space and power to Jio personnel to install, commission and operate the equipment.

g) This proposal will be subject to mutual discussions and execution, verification of EAF, CF and Internet Usage Declaration form, executed by Customer, which are required for activation of Services as per the standard process of Jio. Standard terms and conditions of Customer Purchase Order and this proposal shall not override the terms and conditions of service of Jio or any other terms and conditions of services as mutually agreed and part of regulatory compliance.

Annexures

Annexure 1 - Documentation required for service activation

List of documents required for fulfilment mentioned as below -

1. POA of Company
2. POI of Authorized Signatory
3. List of locations with address and contact duly signed and stamped
4. Purchase Order
5. Duly Filled and signed Enterprise Application Form (EAF)
6. Proof of Identity
7. Proof of Billing address
8. License number - for OSP/ Call Centre customers
9. Advance Payment, vide cheque or demand draft (If applicable)

Annexure 2 - Service Parameters

Product: Internet Leased Line (ILL)

Sr. No	Technical Parameters	Proposed Solution
1.	Customer Name	
2.	Bandwidth Required (Mbps)	
3.	Access Technology to connect customer premise	UBR Fiber
4.a	WAN Routing Protocol between Customer Device and RJIO Router	Static BGP
4.b	If BGP, Advertisement of customer AS number via JIO Internet Link	Yes No
4.c	If BGP, please specify AS number	
5	ILL Delivery Model	LAN + WAN
6.a	LAN Public IP address requirement	IPv6 Dual Stack
6.b	IPv4 LAN Pool allocated	
6.c	IPv6 LAN Pool allocated	/64
6.d	Additional public IPv4/IPv6 LAN IP address	
7.	LAN IP address be used for name resolution of any applications?	Yes No
8.a	Router Procurement & Management by	Customer
8.b	Interface required in Router	GigEth Electrical (RJ 45) Optical
9.	Ownership of DHCP and NAT functionality	Customer

Note:
1. In case of any changes in the above values or additional Public IPv4 addresses, please contact JIO Sales Team
2. Please submit signed copy of this document along with Purchase Order (PO) for satisfactory delivery of service

For Internal Use only:

POB ID	«POB_ID»
Building ID	«Building_ID»

L2O Lead ID														
Site ID														

(To be filled by Sales post PO is received)