

SERVICE LEVEL AGREEMENT

Purpose of the Document

The purpose of this document is to ensure to provide high quality PERN network services and support to PERN Partner Institutes. This SLA provides description of complaint procedure, complaint escalation mechanism, roles and responsibilities, service quality metrics, and compensation to be offered to PERN Partner Institutes in case of SLA Breach. The SLA's scope is limited to PERN network services offered under the umbrella of Pakistan Education & Research Network. It is understood, that while diligent effort will be made to fulfill this SLA by PERN NOC, there might be exceptional circumstances when the SLA may not be applicable.

Complaint Logging Procedure

- PERN offers Three Levels of Institute Support. Level 1 deals with remote Support i.e. On Email/Phone Call/SMS. Level 2 Support deals with on Site Support and Level 3 Support deals with Vendor Level Support.
- The Institute has to log complain at PERN NOC which is operational 24x7 through;
Email: pern2noc@hec.gov.pk.
OR **Call Helpline No.:** UAN – 111 11 PERN (7376) or 051090407376
OR **SMS:** 03335245100
OR **Complaint Portal:** <http://sc.hec.gov.pk/> Accounts of all the PERN connected Institutes on the Service Communicator are already created. In case, the account credentials are not known or lost, please contact PERN NOC at the above mentioned numbers.
- On logging of complaint, the Institute is issued a Trouble Ticket Number through the Service Communicator or by the PERN NOC Representative through Email.

Complaint Escalation

- PERN NOC tries to resolve the issue depending upon the nature of Complaint. In case the issue is related to Transmission or Media Availability, the Complaint is forwarded to relevant upstream service provider who mobilizes their team(s) towards the area of issue.
- PERN NOC continuously follows up with the upstream service provider till the resolution of issue.
- On resolution of the issue, the Trouble Ticket is closed after confirmation from the concerned university via Email or the University can itself close the Trouble Ticket from the Service Communicator.
- The confirmation for rectification or restoration of service as normal should be received from Institute within 30 minutes after notification from PERN NOC that the service has been restored, after which the complaint shall be considered as resolved and Ticket shall stand closed.
- In case of any configuration issues at the institute end, PERN NOC Engineers are available at 15 PoP Sites all over Pakistan and they are mobilized to respective institute depending upon the severity of the issue and/ or to preform onsite testing, if needed. Most of the times the complaints are resolved remotely with the assistance of institute's network staff.

Definition

Downtime – the time from when the institute logs a complaint at PERN NOC and has received the Trouble Ticket Number until when fault has been rectified and responded by PERN NOC and the same is confirmed by the University.

Force Majeure – this refers to events such as wars, fires, typhoons, floods, earth quakes, or other events including any judicial or governmental act, strikes by the employees of institute, inability of institute to provide access to the site for rectification of the issue, riots, public strikes, act of terrorism, embargo, insurrection, epidemics, arson, sabotage, vandalism, unfavorable climatic conditions which are beyond control to perform the services under this SLA

Terms & Conditions

- PERN may perform two (02) planned activities per month with a maximum Down Time of not more than Four (04) hours with 24 Hours prior intimation to the institute. However, if the institute is not in a position to afford such planned activity, the partner institute shall inform/request PERN NOC for the postponement of such planned activity at least 12 hours prior to the activity.
- PERN will ensure cumulative guaranteed 99.0% UPTIME for the institutes excluding the Down Time due to planned activities. In eventuality, if the services level falls below the guaranteed uptime, the following compensation may be applicable.

Monthly Availability is less than	Equivalent Down Time up to (hrs)	Compensation* rate of Monthly Charges for Site services
100% - 99%	7.2	0.0%
98.9% - 98%	14.4	1.5%
97.9% - 97%	21.6	3.0%
96.9% - 96%	28.8	4.5%
95.9% - 95%	36.0	6.0%
Less than 95%	43.2	10.0%

*The above mentioned compensation shall only be applicable provided the institute has paid PERN Service Charges and there is no outstanding amount at the institute end.

- PERN shall not be liable for any breach of its obligations under this SLA resulting from Force Majeure provided such an event could not have been prevented or overcome with reasonable foresight and exercise of due diligence or adoption of preventive or curative measures.