

1. Warranty and Support (Service Level Agreement (SLA))

1.1 System Availability

- The system shall maintain a minimum availability of 99.9% uptime (24/7/365).
- Planned maintenance shall be notified at least 7 days in advance and shall not exceed 4 hours/month.

1.2 Fiber Monitoring Performance SLA

- Fault detection accuracy: ± 5 meters or better
- Fault detection time: < 2 minutes
- No service disruption during monitoring (GPON splitter environment mandatory)

1.3 Integration SLA

After discussions, we went back to our proposal & we decided to adopt following options:

The Bidder's price shall include a 36-month comprehensive warranty covering all hardware, software, spares, Repair and return, and SLAs. In addition, the Bidder shall quote firm annual AMC charges from Years 4, & 5. The AMC escalation shall not exceed the Consumer Price Index (CPI) + 2%, compounded annually. The Buyer reserves the right to not renew the AMC after any year, with 90 days' notice, without penalty. The AMC renewal will be dependent on SLA performance. AMC should cover spares, repair & return, software upgrades, & online supports.

Following is the classification of faulty severity of monitoring system:

- **Severity 1 - Critical:** Complete loss of monitoring (**entire site or region is blind**). This is the highest priority for your NOC.
- **Severity 2 - Major:** Degraded monitoring (e.g., failure of an individual RTU port or sensor). You can still see most of the network.
- **Severity 3 - Minor:** Non-critical alarm or issue that doesn't prevent monitoring. Cosmetic defects, predictive analytics errors, etc..

Fault Severity	Helpdesk Response Time	Immediate support response	Fault Resolution / Spare Unit Shipment	Target Repair & Return (for faulty unit)
Severity 1 (Critical)	≤ 15 minutes 24/7	≤ 4 hours 24/7	≤ 2 business days (for replacement unit to be shipped)	≤ 10 business days
Severity 2 (Major)	≤ 30 minutes (business hours)	≤ 8 business hours	≤ 5 business days	≤ 15 business days
Severity 3 (Minor)	≤ 4 hours (business hours)	N/A (usually remote)	Included in the next software patch/maintenance window	≤ 25 business days

Note: this timeline can be met by using spares unit, not necessarily by fixing the original faulty unit on the spot.