

SLA (Service-Level Agreement)

All Faults/breakdowns reporting time is 1 Hrs. at site from the time of intimation from TPSODL Staff/NOC Team. The time frames to rectify the faults (Including the time of reporting) and the respective penalties are as below.

MTTR (Mean Time to Restore)

S. N	Fault Category	MTTR (Hrs.)	Penalty
1	Major, Critical, Normal Faults	< 4 hrs.	No Penalty
2	Normal Fault	4-7 hrs.	2000 INR per case basis
		7-10 hrs.	4000 INR per case basis
		10-24 hrs	6000 INR per case basis
		>24 hrs.	8000 INR per case basis
3	Major Fault	4 -7 hrs	3000 INR per case basis
		7- 10 hrs.	5000 INR per case basis
		10-24 hrs	7000 INR per case basis
		>24 hrs.	9000 INR per case basis
4	Critical Fault	4 -7 hrs.	4000 INR per case basis
		7 -10 hrs.	6000 INR per case basis
		10-24 hrs	8000 INR per case basis
		>24 hrs.	10000 INR per case basis
5	Penalty Limit	penalty shall be limited to 10% of the monthly AMC charges	

Determination of Normal/Major/ Critical Category

The fault category (Normal/Major/Critical) shall be determined on the severity and service impact of the reported issue:

- 1- Normal: Minor issues such as cable sagging, pole shifting, or other non-service-impacting observations.
- 2- Major: One or more interfaces are down, but the node remains operational and reachable.
- 3- Critical: The entire node is down and service is completely unavailable