

Bharat Heavy Electricals Limited
IVP, Goindwal

Corrigendum

Ref: Tender Enquiry No. IT-1213-01 dated 10.09.2012.

- Point 47.4 in Terms and Conditions of Point to Point Connectivity for the Contract Period Of One Year is amended as:

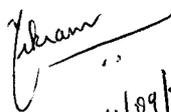
47.4 Degradation in service due to high latency or packet loss:

If latency of particular link is more than or equal to 120 milliseconds (ms) continually for more than 2 hours, then the link will be considered as down. The link will be considered up only when the link gives up a latency of less than 120 milliseconds (ms) continually for more than 60 minutes. Latency will be measured by ping response from the side CPE to the data center (primary location) CPE.

However, if the higher latency is due to congestion (over-utilization, i.e., more than 100% utilization of last mile), then the link will not be considered down and no penalties will be levied. The service provider shall substantiate the over-utilization of the last mile with relevant reports.

If the packets loss of the link is more than or equal to 1 % continuously for more than an hour, the link will be considered down for the amount of time for which packet Loss is more than 1%. The link will be considered up only when the link gives a packet drop of less than 1% continuously for more than 60mins.

All other terms and conditions remain unchanged.


11/09/2012