

Response of Query received for Rate Contract for IBW Services from Alternative Category-A Internet Service Providers on Existing Routes				
S.No	Clause No	Clause Description	Query	RailTel Response
1	3.6	Packet Loss and Latency	The monitoring IPs cannot be provided, since sending the ICMP traffic for ILL PE is against network security.	Tender clause shall prevail.
			VIL have a looking glass tool, in which Customer to select the VIL source PE and any destination IP towards Atlantic or Pacific to check the Latency OR customer may also raise ticket to get the required Latency and packet loss details.	
2	2.6.2	Services Availability Agreement	Link Availability SLA - 99.5%.	Tender clause shall prevail.
3	2.5	Penalties -Packet Loss	The penalty for packet loss should pertain only to IP packet losses due to physical link issues. The traffic impact due to IP subnets configuration issues or mismatches should not be counted under Packet Loss.	Tender clause shall prevail.
4	3.7.5	Penalties - RTT Latencies	These are indicative as provided by our Tier-1 IPT Providers and on best effort basis. Force Majeure conditions on wet segments may lead to increased latencies. +/- 5% variations should be excluded from penalty clause	Tender clause shall prevail.
5	3.9.12	Other Conditions	Subsea cable segments, associated capacities and their details cannot be disclosed to customers as per policy	Tender clause shall prevail.
6	3.10	Backup for Int'l GW / Submarine GW connectivity	Need clarity on this point	Tender clause is self-explanatory
7	Specific	Minimum BW Commitment	For CIR is 100% but for BIR it wil be 96% of provisioned BW for SOR D and E	Please see corrigendum-I
8	Specific	Bandwidth Provisioning	100 G Client interface based solution will be proposed from Day-1. Multiple 10G's and later on upgrading to 100G is additional cost and has dependency on NW upgrade	Please see corrigendum-I