

May 1, 2025

Western Mindanao State University
Normal Road, Baliwasan
Zamboanga City
7000

Attention: **Ma. Carla A. Ochotorena, RN., Ph.D.**
University President

Subject: **Proposal for 2 Circuit Line DIA Economy 200-250 MBPS Dedicated Line with 50 Public IP Address.**

Ladies and Gentlemen:

CONVERGE INFORMATION AND COMMUNICATIONS TECHNOLOGY SOLUTIONS, INC. (the "CONVERGE ICT") is pleased to submit to you its proposal (the "Proposal") for **2 Circuit Line DIA Economy 200-250 MBPS Dedicated Line with 50 Public IP Address.** (the "Service").

As a brief background, we are a provider of pure fiber internet and other value-added services designed to meet our customers' needs. As a customer-focused telecommunications company, we offer a suite of information and communications technology (ICT) solutions for (small and medium enterprise clients/large enterprise and corporate clients). Our fully-owned and/or managed network is built through a backbone infrastructure utilizing DWDM, MPLS IP Core and Packet Transport Network complemented by pure optical fiber access network. With these network and spectrum of services, we are fully committed to deliver our services with high reliability, rapid deployment, fast restoration time, competitive pricing and devoted account management.

Accordingly, we propose to deliver the Service as follows:

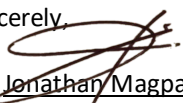
INSTALLATION ADDRESS	SERVICE TYPE	BANDWIDTH	MRC	OTC (One Time Charge)	CONTRACT PERIOD
Western Mindanao State University Normal Road, Baliwasan Zamboanga City	Circuit 1 Line DIA Eco 200 mbps	200 mbps Circuit 1	60,360	15,000	12
Western Mindanao State University Normal Road, Baliwasan Zamboanga City	Circuit 2 Line DIA Eco 250 mbps	250 mbps Circuit 2	63,896	15,000	12

The provision of the Services shall be in accordance with the **Terms and Conditions** attached hereto as **Annex A.**

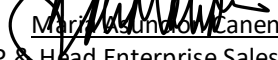
If you find the above Proposal and the Standard Terms and Conditions acceptable, kindly have your authorized signatory affix his/her signature on the space provided below.

Thank you for giving **CONVERGE ICT** the opportunity to serve you.

Sincerely,


Jonathan Magpali
Key Account Manager

With approval:


Maria Asuncion Canen
AVP & Head Enterprise Sales VisMin
Global Business Group

With conformity:

CUSTOMER

By:

*(Name and Designation/Title of
Authorized Signatory of Customer)*

ANNEX A
Terms and Conditions

This Terms and Conditions ("Terms and Conditions") together with the Proposal to which this Terms and Conditions is attached ("Proposal") shall be the agreement ("Agreement") between the Converge Information and Communication Technology Solutions, Inc. ("CONVERGE ICT") and CUSTOMER as regards the services ("Services") to be rendered pursuant to the Proposal.

1. Responsibilities. Each Party shall have the following responsibilities in relation to the Service:

1.1. Service Installation and Provisioning

1.1.1. CONVERGE ICT Responsibilities:

- a. Design and planning of the Service;
- b. Installation and configuration of the equipment to be provided and installed by CONVERGE ICT at the CUSTOMER's premises, if any;
- c. Provide necessary updates to the CUSTOMER on the progress of Service delivery;
- d. Conduct standard testing of the Service and issue Service Acceptance Report ("SAR"); and
- e. Provide Multi-Router Traffic Grapher (MRTG) account on the applicable Service.

1.1.2. CUSTOMER Responsibilities:

- a. Provide CONVERGE ICT authorized personnel all necessary access permits in building and/or CUSTOMER premises to conduct all activities in connection with the installation and activation of the Service;
- b. Provide the equipment and interface/s and/or cables required for the successful provisioning and testing of the Service; and
- c. Send a representative on the actual activation, testing and acceptance of the Service.

1.2. Operation and Maintenance of Service

1.2.1. CONVERGE ICT Responsibilities:

- a. Maintain and ensure operation of the Service provided to the CUSTOMER;
- b. Maintain proper working condition of all the equipment provided to the CUSTOMER;
- c. Respond to support requests within periods stated in Schedule 1; and
- d. Provide 24 x 7 Call center and Field Engineer support.

1.2.2. CUSTOMER Responsibilities:

- a. Grant CONVERGE ICT authorized personnel required access and clearance to CUSTOMER and/or building to conduct all activities in connection operations and maintenance of the Service at all reasonable hours;
- b. Ensure availability of on-site representative in times of Service restoration and maintenance;
- c. Regularly update CONVERGE ICT on the CUSTOMER's authorized representative and contact information, including internal escalation matrix;
- d. Provide required Uninterruptible Power Supply (UPS) or Automatic Voltage Regulator (AVR), equipment grounding and air-conditioning/ventilation to ensure smooth and continuous operation of the Service;
- e. Ensure that no activities such as, but not limited to, change-out, disconnection, movement, reconfiguration, repair, preventive maintenance of any CONVERGE ICT Equipment are conducted other than by authorized CONVERGE ICT personnel;
- f. Send prior notice to CONVERGE ICT before conducting any unavoidable activities that may cause Service interruption and possible damage to the CONVERGE ICT Equipment;
- g. Protect the CONVERGE ICT Equipment from any damage due to negligence, theft, accident, vandalism, fire, etc.;

- h. Maintain the cleanliness of the installation area and introduction of necessary pest control method to protect any CONVERGE ICT equipment from pests and rodents that may affect quality of the Service;
 - i. Report Service failures, outages and degradation to CONVERGE ICT in a prompt manner;
 - j. Notify CONVERGE ICT on any site improvement, renovation, transfer, and any related activity, scheduled or not, that may affect the Service; and
 - k. Unless offered and accepted as part of the signed proposal, CUSTOMER shall provide a security system for its own network, equipment, operating systems and other similar network and operating software.
- 2. Service Installation and Activation.** Installation and activation of the Service shall be within thirty (30) to forty-five (45) days from the date of receipt by CONVERGE ICT of the signed Proposal ("Effective Date"). Installation and activation may go beyond forty-five (45) days if the CUSTOMER's premises is outside CONVERGE ICT's service areas and requires new construction and installation of network and facilities.
- 3. Service Testing.**
 - 3.1. Internet Services
 - 3.1.1. Browsing;
 - 3.1.2. Ping Test; and
 - 3.1.3. Speed Test to CONVERGE ICT test Server (Speedtest.net)
 - 3.2. Transport Services
 - 3.2.1. RFC2544 Ethernet Testing:
 - 3.2.2. Throughput Test
 - 3.2.3. Frame Loss Test
 - 3.2.4. Jitter Test
 - 3.2.5. Latency Test
 - 3.3. Ethernet Tester of CONVERGE ICT will be used and all the test results will be based on industry standards. Testing will be for fifteen (15) to thirty (30) minutes and will be conducted only once, CUSTOMER may request for an additional test subject to payment of charges imposed by CONVERGE ICT.
- 4. Service Acceptance & Billing**
 - 4.1. Upon completion of the installation and testing, CONVERGE ICT will issue the SAR to CUSTOMER for CUSTOMER's signature.
 - 4.2. CUSTOMER shall have twenty-four (24) hours from issuance of the SAR to notify CONVERGE ICT of any issues, technical difficulties, complaints and/or problems related to the Service. If CUSTOMER shall fail to notify CONVERGE ICT within the provided time frame, the Service shall be deemed accepted.
 - 4.3. Billing period will commence on the day after the actual acceptance or deemed acceptance of the SAR, as the case may be ("Commencement Date").

5. Payment Terms.

- 5.1. For and in consideration of the Service, CUSTOMER shall pay the One Time Charge ("OTC") and Monthly Recurring Charge ("MRC") set forth in the Proposal.
 - 5.1.1. The OTC shall be included in the invoice for the MRC of the first month of the Term.
 - 5.1.2. As regards the MRC, CONVERGE ICT shall send an invoice ("Invoice") to CUSTOMER on the 5th day of each month.
- 5.2. CUSTOMER shall pay the OTC and MRC stated in the Invoice within fifteen (15) days after its receipt of the Invoice.
- 5.3. In case of delay in the payment of the Invoice, CONVERGE ICT shall have the following rights:
 - 5.3.1. The CUSTOMER shall be liable to pay a late payment interest of 1.5% per month or a fraction thereof. CONVERGE ICT shall have the right, without incurring any liability, to suspend or temporarily disconnect the Service upon issuance of a written Notice of Disconnection and such shall remain until invoice is paid in full. However, no Notice of Disconnection is required for disconnection or suspension of Service if payment delay shall have reached thirty (30) days from due date.
 - 5.3.2. CONVERGE ICT may likewise opt to immediately terminate this Proposal, at its own discretion by serving a written Notice of Termination to the CUSTOMER if such delay shall be for more than 30 days.
 - 5.3.3. The suspension, disconnection or termination of Service due to delayed payment or arrears shall not toll, prevent nor exempt the billing & payment of the MRC for the unexpired portion of the Term. The CUSTOMER hereby accepts that the expenses invested by CONVERGE ICT in this connectivity is in contemplation of the Term.

6. Applicable Prices and Taxes.

- 6.1. The OTC and MRC quoted in the Proposal shall be valid for a period of thirty (30) days from the date of the Proposal and is subject to change after this 30-day period.
- 6.2. Unless agreed as final by both parties, OTC and MRC quoted in the Proposal are based on the initial design and installation plan and is subject to change in case of changes in the final design based on actual survey. CONVERGE ICT shall notify CUSTOMER should there be any change in the initial quote provided.
- 6.3. Unless otherwise indicated, the OTC and MRC quoted are exclusive of Value Added Tax (VAT).
- 6.4. For CUSTOMER claiming tax exemptions, the necessary exemption certificates or related documents shall be submitted prior to installation of the Service.

7. Term. This Agreement shall be valid and binding upon the parties from the Effective Date and for a minimum period of Twelve (12) Months from the Commencement Date ("Term"), unless earlier terminated in accordance with this Agreement. Each party may choose to renew the Agreement by providing written notice to the other party at least thirty (30) days prior to the expiration of the Term.

8. Cancellation of Order. CUSTOMER may cancel a Service prior to the Service Commencement Date upon written notice to CONVERGE ICT, subject to the payment of the following:

- 8.1. When the installation works have been started and in progress, CUSTOMER shall pay CONVERGE ICT the actual costs of installation and dismantling.
- 8.2. When the installation works have been completed:
 - 8.1.1. OTC or actual cost incurred (whichever is higher);
 - 8.1.2. MRC for two (2) months; and
 - 8.1.3. Actual dismantling costs.

CUSTOMER shall pay the applicable amounts stated in this Section within ten (10) days from its receipt of an invoice from CONVERGE ICT. If CUSTOMER has paid CONVERGE ICT any OTC or MRC in advance, CONVERGE ICT shall have the right to forfeit such payments and recover the balance, if any, from the Customer.

9. Representations and Warranties: CUSTOMER hereby represents and warrants that:

- 9.1. It has full power and authority to execute and deliver this Agreement, to perform its obligations hereunder, and to consummate the transactions contemplated hereby;

- 9.2. The execution and delivery of this Agreement, and the consummation of the transactions contemplated hereby, have been duly authorized and no other action or proceeding is necessary to authorize the execution of this Agreement or the transactions contemplated thereby;
 - 9.3. This Agreement has been duly and validly executed and delivered by it and constitutes its legal, valid and binding obligation, enforceable against it in accordance with its terms;
 - 9.4. The execution and delivery of this Agreement, and the performance of its obligations hereunder, do not and will not violate the applicable laws of the Republic of the Philippines or conflict with or result in a breach of its constitutive documents (if any), or of any contract, agreement, or other obligation to which it is a party or for which it may be bound, or constitute (with or without due notice or lapse of time or both) a default (or give rise to any right of termination, cancellation or acceleration) under any of terms, conditions or provisions of any such contract, agreement or obligation;
 - 9.5. There is no litigation, arbitration, investigation or proceeding pending, or to the best of its knowledge, threatened, against or affecting either Party that could reasonably be expected to have a material adverse effect on its ability to fulfill its obligations under this Agreement;
 - 9.6. It has read, understood, and shall comply with CONVERGE ICT's policies which can be found at <https://corporate.convergeict.com/wp-content/uploads/2022/10/COMPLIANCE-AND-DATA-PRIVACY-ANNEXES-FINAL.pdf> ; and
 - 9.7. The representations and warranties of the CUSTOMER shall be true and correct all throughout the Term.
10. **Confidentiality.** The parties acknowledge that the existence and the terms of this Agreement and any oral or written information exchanged between the parties in connection with the preparation and performance this Agreement are regarded as confidential information. Each party shall maintain confidentiality of all such confidential information, and without obtaining the written consent of the other party, it shall not disclose any relevant confidential information to any third parties, except for the information that: (a) is or will be in the public domain (other than through the receiving Party's unauthorized disclosure); (b) is under the obligation to be disclosed pursuant to the applicable laws or regulations, rules of any stock exchange, or orders of the court or other government authorities; or (c) is required to be disclosed by any party to its shareholders, investors, legal counsels or financial advisors regarding the transaction contemplated hereunder, provided that such shareholders, investors, legal counsels or financial advisors shall be bound by the confidentiality obligations similar to those set forth in this Section. Disclosure of any confidential information by the staff members or agencies hired by any party shall be deemed disclosure of such confidential information by such Party, which Party shall be held liable for breach of this Agreement. This Section shall survive the termination of this Agreement for any reason.
11. **Termination of the Contract**
- 11.1. Termination due to Force Majeure Event. CONVERGE ICT may terminate this Agreement upon fifteen (15) days' prior written notice to CUSTOMER if a Force Majeure Event prevents CONVERGE ICT from performing its obligations under this Agreement and such inability shall last for thirty (30) days or more. A Force Majeure Event is an event or circumstance that prevents or impedes CONVERGE ICT from performing one or more of its contractual obligations under this Agreement, if and to the extent that that CONVERGE ICT proves: [a] that such impediment is beyond its reasonable control; and [b] that it could not reasonably have been foreseen at the time of the conclusion of the Agreement; and [c] that the effects of the impediment could not reasonably have been avoided or overcome by it.
 - 11.2. Termination for Other Causes. CONVERGE ICT may terminate this Agreement if the CUSTOMER shall go into liquidation or shall commit an act of bankruptcy or compound with its creditors generally, or if a receiver or judicial manager shall be appointed over the whole or substantial part of the assets of CUSTOMER or CUSTOMER permanently discontinues all or substantially all of its business, or sells, transfers or otherwise disposes of all or a substantially all of its assets.
 - 11.3. Termination for Material Breach. CONVERGE ICT may terminate this Agreement immediately upon written notice to CUSTOMER if CUSTOMER commits a material breach of this Agreement and such breach is incapable of cure or the CUSTOMER fails to cure such breach within thirty (30) days from its receipt of a written notice from CONVERGE ICT.
 - 11.4. Termination for Convenience. Either party may terminate this Agreement upon written notice to the other party at least thirty (30) days prior to the effective date of termination.
 - 11.5. Effects of Termination.

- 11.5.1. Should CONVERGE ICT terminate this Agreement under Sections 11.2. and 11.3. or CUSTOMER terminates this Agreement pursuant to Section 11.4., CUSTOMER shall be liable to pay the MRC for the remaining months of the Term and the costs of dismantling any CONVERGE ICT equipment installed on CUSTOMER's premises.
 - 11.5.2. On the effective date of expiration or termination of this Agreement, CONVERGE ICT may immediately cease providing Services hereunder and all payment obligations of CUSTOMER under this Agreement will become due and payable immediately. Termination of this Agreement will not abrogate, impair, release or extinguish any debt, obligation or liability of either party incurred or arising prior to the date of termination, and all undertakings, obligations, releases or indemnities which by their terms or by reasonable implication are to survive, or are to be performed in whole or in part after the termination of this Agreement, will survive such termination.
- 12. Ownership of Equipment.**
- 12.1. All equipment installed and/or provided by CONVERGE ICT shall remain the property of CONVERGE ICT. CUSTOMER shall have no property right or interest over the same but only the right to use them as stated in this Agreement. In the event that the equipment of CONVERGE ICT are damaged due to acts or omissions of the employees, guests or any persons allowed access by CUSTOMER to the premises where the equipment are located, CUSTOMER shall pay for the value of the damage suffered by CONVERGE ICT including replacement cost if necessary.
 - 12.2. All equipment and related telecommunications devices shall be dismantled and retrieved by CONVERGE ICT, in the event that this Agreement is terminated or the Term has expired, with prior notice to the CUSTOMER, in a manner least inconvenient to both CUSTOMER and CONVERGE ICT. For this purpose, CUSTOMER authorizes CONVERGE ICT to gain access to the former's premises and retrieve the equipment of CONVERGE ICT. In the event that CUSTOMER fails to allow CONVERGE ICT to exercise its right under this paragraph, CUSTOMER shall pay the value of the equipment plus such other damages suffered by CONVERGE ICT no later than fifteen (15) days from receipt of such written notice from CONVERGE ICT that it had been denied entry to the premises of CUSTOMER or CUSTOMER has not allowed CONVERGE ICT to retrieve its materials within the mandate of this paragraph.
- 13. Use of Service.** The use of Service for any activity that is contrary to laws, morals, customs or public policy or which violates any ordinance, decree, order or regulation, or affects, interferes with or disrupts the use of the Service by other parties or the manner by which CONVERGE ICT provides the Service or any other services shall be deemed inappropriate use and shall be considered as a violation of the acceptable use of the Service under these Terms and Conditions. CUSTOMER shall indemnify, defend, and hold free and harmless CONVERGE ICT from any suit, action, claim or demand by third parties, arising out of, or in connection with the use by CUSTOMER of the Services.
- 14. Non-Liability.** CONVERGE ICT shall not be liable for any loss or damage suffered by CUSTOMER as a result of interruption or termination of the Services caused by the circumstances enumerated in Section 17.3.
- 15. Service Level Commitments.** CONVERGE ICT commits to meet the Service Levels stated in Schedule 1.
- 16. Escalation.** CUSTOMER may raise its concerns and issues to the designated points of contact identified in Schedule 2.
- 17. Rebate.**
- 17.1. The Service shall be provided twenty-four (24) hours per day ("Service Schedule"). The duration of Service interruption is measured by the number of elapsed hours within the Service Schedule, starting from the time of the interruption as reported by CUSTOMER and acknowledged by CONVERGE ICT to the time that the Service has actually been restored.
 - 17.2. In case of interruption in the Service, CUSTOMER shall be eligible to receive a monthly rebate ("Rebate") to be computed, as follows:

Length of Interruption within a Service Schedule	Credit
Less than 130 minutes	None
130 – 239 minutes	1/6 day
240 – 479 minutes	2/6 day
480 – 719 minutes	3/6 day
720 – 959 minutes	4/6 day
960 – 1199 minutes	5/6 day
1200 – 1440 minutes	One day

- 17.3. CUSTOMER shall not be entitled to a Rebate if the interruptions or outages are caused by any of the following:
- 17.3.1. The act, omission, fault or negligence of CUSTOMER or its employees, representatives or agents;
 - 17.3.2. CUSTOMER's applications, equipment, or facilities including any third-party equipment which was not furnished by CONVERGE ICT as part of the Services;
 - 17.3.3. Interruptions during any period where CONVERGE ICT or its agents are not allowed access to CUSTOMER's premises where the access lines are terminated;
 - 17.3.4. Scheduled maintenance;
 - 17.3.5. Power interruption, power surges or fluctuation at CUSTOMER's site; and
 - 17.3.6. Force Majeure (e.g., typhoons, lightning, flood, earthquakes, civil disturbance, military insurrection and/or government takeover of Services etc.).
- 17.4. All downtime shall be reported to Technical Support for verification of claims. All rebates must be supported by a trouble ticket.
- 17.5. In no event shall CONVERGE ICT be liable for indirect, remote, or consequential damage, loss of profits, loss of business or loss of opportunity and other like damages howsoever they may have been caused even if CUSTOMER has been notified of the possibility of such damages. CONVERGE ICT's maximum liability for any damage arising out of or in any way related to this Agreement shall be limited to the Rebate as set forth above, and in no event shall the Rebate granted in any one month to exceed the MRC.
- 17.6. Rebates shall be credited to CUSTOMER on the next month's invoice.
18. **Miscellaneous Provisions.**
- 18.1. Assignment. CONVERGE ICT, at its option, may assign its rights under this Agreement, partly or in full, to any affiliate or subsidiary.
 - 18.2. Dispute Resolution. The parties shall negotiate in good faith and use their best efforts to settle any dispute, differences, controversy or claim arising out of, in relation to, or in connection with the Agreement or a breach thereof, including any question regarding the existence, validity, interpretation, scope, performance or enforceability of this dispute resolution provision.
 - 18.3. Choice of Law. The Agreement shall be construed in accordance with and all disputes hereunder shall be governed by the laws of the Philippines, excluding its conflict of law rules. The parties hereby consent to the exclusive jurisdiction of the City of Pasig.
 - 18.4. Entire Agreement. The Agreement represents the complete agreement and understanding of the parties with respect to the subject matter herein, and supersedes any other agreement or understanding, written or oral. The Agreement may be modified only through a written instrument signed by both Parties.
 - 18.5. Severability. In the event any provision of the Agreement is held by a court of other tribunal of competent jurisdiction to be unenforceable, that provision will be enforced to the maximum extent permissible under applicable law, and the other provisions of the Agreement will remain in full force and effect.
 - 18.6. Headings/Interpretation. Headings used in this Agreement are for reference purposes only and in no way define, limit, or describe the scope or extent of such section or in any way affect this Terms and Conditions. The word "including" shall be read as "including without limitation." No provision of this Contract Documents shall be construed against or interpreted to the disadvantage of any Party

hereto by any court or other authority by reason of such Party having or being deemed to have drafted such provision.

With conformity:

CUSTOMER

By:

*(Name and Designation/Title of
Authorized Signatory of Customer)*

SCHEDULE 1 SERVICE LEVEL COMMITMENTS

1. Definition of Terms.

- a. Core Network Availability covers the availability of the core backbones of the following networks: (i) Internet; (ii) MPLS (Multi-Protocol Label Switching); and (iii) DWDM (Dense Wavelength Division Multiplexing).
- b. Circuit Availability refers to the availability of the last mile circuit going to the CUSTOMER.
- c. Latency refers to the measurement of round-trip delay using ping from source to destination and back.
- d. Packet/Frame Loss refers to the percentage of packets that failed to arrive at their destination.
- e. Jitter refers to the variation of delay in the arrival of packets.
- f. Mean Time to Respond means the time from ticket creation to the first reply of CONVERGE ICT to CUSTOMER.
- g. Mean Time to Restore refers to the period from time of ticket creation up to the time of the actual restoration of the Service.
- h. Trouble Ticket Status means the frequency of the update to the CUSTOMER.
- i. Maintenance Activities means the announced or scheduled activity to repair, replace or upgrade portions of CONVERGE ICT network. This activity is likely to be service affecting.

2. Core Network Availability - CONVERGE ICT hereby guarantees 99.96% Core Network Availability.

3. Circuit Availability

Service	Availability
Dedicated Internet, Metro-E, Metro Lambda, EIPL, IP MPLS	99.7%
iBIZ / microBIZ / flexiBIZ / FAST	98.3%

4. Latency

Origin / Destination	Latency (in milliseconds)
PH POP to US POP	180 ms
PH POP TO ASIA POP	60 ms
DOMESTIC LUZON	10 ms
DOMESTIC VISAYAS	15 ms
DOMESTIC MINDANAO	25 ms
NATIONWIDE	35 ms

- This latency is applicable to Converge ICT on-net facility. Latency may vary for use of third-party service.
- Committed latency is applicable only to Dedicated Internet, Metro-E, Metro Lambda, EIPL and IP MPLS Services.
- Values indicated refers to Converge ICT POP to POP latency.

5. Packet / Frame Loss and Jitter

Criteria	Measurement
Packet / Frame Loss	≤ 1%
Jitter	≤ 20ms

- Converge ICT on-net facility. Latency may vary for use of third-party service.
- Applicable only to Transport Services such as Metro-E, IP MPLS, EIPL and Metro Lambda
- At 80% link utilization.

6. Mean Time To Respond

ACTIVITY	Dedicated Internet, Metro-E, Metro Lambda, EIPL, IP MPLS	iBIZ / microBIZ / flexiBIZ / FAST
Ticket Creation from Time of Report	Within thirty (30) mins	Within sixty (60) mins
For Field Dispatch		

(After Initial Troubleshooting)		
-Manila	90 minutes	90 minutes
-North Caloocan	180 minutes	180 minutes
-Quezon City	90 minutes	90 minutes
-Pasig	90 minutes	90 minutes
-Angono	180 minutes	180 minutes
-Binangonan	180 minutes	180 minutes
-Rodriguez	180 minutes	180 minutes
-Pililla	240 minutes	240 minutes
-Taytay	120 minutes	120 minutes
-Cainta	90 minutes	90 minutes
-Marikina	90 minutes	90 minutes
-Pasay	120 minutes	120 minutes
-Taguig	90 minutes	90 minutes
-Las Pinas	120 minutes	120 minutes
-Paranaque	120 minutes	120 minutes
-Cavite	60 minutes	60 minutes
-Muntinlupa	120 minutes	120 minutes
-San Juan	90 minutes	90 minutes
-Makati	90 minutes	90 minutes
-Mandaluyong	90 minutes	90 minutes
-Mabalacat	60 minutes	60 minutes
-San Luis/Arayat	90 minutes	90 minutes
-Tarlac	90 minutes	90 minutes
-Camiling	120 minutes	120 minutes
-Gapan	120 minutes	120 minutes
-Nueva Ecija	120 minutes	120 minutes
-Pangasinan	120 minutes	120 minutes
-La Union	120 minutes	120 minutes
-Ilocos Sur	120 minutes	120 minutes
-Ilocos Norte	120 minutes	120 minutes
-Nueva Vizcaya	120 minutes	120 minutes
-Isabela	120 minutes	120 minutes
-Cagayan	120 minutes	120 minutes
-Quirino	120 minutes	120 minutes
-Benguet	120 minutes	120 minutes
-San Fernando	60 minutes	60 minutes

ACTIVITY	Dedicated Internet, Metro-E, Metro Lambda, EIPL, IP MPLS	iBIZ / microBIZ / flexiBIZ / FAST
For Field Dispatch (After Initial Troubleshooting)		
-Apalit	60 minutes	60 minutes
-Malolos, Bulacan	60 minutes	60 minutes
-Baliuag, Bulacan	60 minutes	60 minutes
-San Rafael, Bulacan	120 minutes	120 minutes
-San Miguel, Bulacan	120 minutes	120 minutes
-Sta. Maria, Bulacan	90 minutes	90 minutes
-San Jose Del Monte, Bulacan	120 minutes	120 minutes
-Guiguinto, Bulacan	60 minutes	60 minutes
-Guagua	60 minutes	60 minutes
-Dinalupihan	60 minutes	60 minutes
-Orani	90 minutes	90 minutes
-Balanga	90 minutes	90 minutes
-Morong	120 minutes	120 minutes
-Mariveles	120 minutes	120 minutes
-Subic	90 minutes	90 minutes
-Olongapo	90 minutes	90 minutes
-Davao	120 minutes	120 minutes

-Cagayan De Oro	120 minutes	120 minutes
-Panay	120 minutes	120 minutes
-Batangas	90 minutes	90 minutes
-Laguna	90 minutes	90 minutes
-Bicol	90 minutes	90 minutes
-Negros	120 minutes	120 minutes
-Ormoc	60 minutes	60 minutes
-Cebu	60 minutes	60 minutes
-Bohol	60 minutes	60 minutes
After Business Hours	On-call (Field Operation Engineers)	On-call (Field Operation Engineers)

- On-site dispatch will take place when a reported problem cannot be resolved by remote troubleshooting.

7. MEAN TIME TO RESTORE - Service restoration target is four (4) hours after the allotted response time at eighty percent (80%) of the time.

8. TROUBLE TICKET STATUS UPDATE - CONVERGE ICT shall provide necessary status updates after issuance of a trouble ticket. The following update times and frequency shall be followed depending on the level of severity:

SEVERITY LEVEL	STATUS UPDATE (DIA, Transport and EIPL)	STATUS UPDATE (iBIZ / microBIZ / flexiBIZ / FAST)
Severity 1 Hard Down / No connection	1 hour	1 hour
Severity 2 Intermittent / slow connection	2 hours	2 hours
Severity 3 Non-service affecting (customer requests)	3 hours	3 hours

9. MONTHLY SLA REPORT - CONVERGE ICT will provide an SLA report for all applicable circuits upon the request of CUSTOMER. Report contents will be based on Technical Support records, in connection with the trouble tickets issued to the CUSTOMER during the subscription.

SCHEDULE 2 ESCALATION MATRIX

CONVERGE ICT ESCALATION MATRIX		
LEVEL 1 – Immediate		
Contact Person	Contact Number	Email Address
MNS Data Services Support on Duty	8667-0800 7902-0800	mnstech@convergeict.com mnssupport@convergeict.com
Assigned Service Level Engineer		sma@convergeict.com
Assigned Key Account Manager	9623346161	jonathan.magpali@convergeict.com
Customer to provide the following:		
1. Company Name 2. Circuit ID/Account Number 3. Contact Person/Contact Number/ Email Address 4. Site Address (with landmarks)		
Brief description of the problem:		
LEVEL 2 – 1 to 2 hours		
Contact Person	Contact Number	Email Address
Roy Nicolas Cruz MNS Shift Lead	9777350239	roy.cruz@convergeict.com
Neero Bautista MNS Shift Lead	9055597421	neero.bautista@convergeict.com
Ericzon Miranda MNS Shift Lead	9363708896	ericzon.miranda@convergeict.com
Ivan Jeremy Morfe MNS Shift Lead	9064811919	ivan.morfe@convergeict.com
LEVEL 3 – 2 to 3 hours		
John Lester Toribio Service Management Team Lead (OIC)	9957725993	john.toribio@convergeict.com
Jose Jewel Morales Data Services Manager	9190925486	jose.morales@convergeict.com
LEVEL 4 – 3 to 4 hours		
Antonio Cadag Jr. Core Services Manager	9165172207	antonio.cadag@convergeict.com
Alfie Alapide Service Management Head (OIC)	9171203562	alfie.alapide@convergeict.com
Assigned Sales Unit Head	UH Contact No.	<u>UH Email Address</u>
LEVEL 5 – 4 to 8 hours		
Glenn Gualdrapa Head of Service Operations (OIC)	9773674668	glenn.gualdrapa@convergeict.com
Sales Head		
Patrick Paul Gatchalian VP and Head of Enterprise Luzon Group	9178149151	patrick.gatchalian@convergeict.com
Victor Chin Koon Koh General Manager and Head of International & Wholesale Sales	6597818711	victor.koh@convergeict.com
Maria Asuncion Canen Assistant Vice President & Head of Enterprise Sales VisMin	9176888855	maria.canen@convergeict.com
LEVEL 6 – more than 8 hours		
Paulo Martin Santos Chief Network Transformation Officer	9171697963	pmgsantos@convergeict.com