



सत्यमेव जयते

INDIA NON JUDICIAL

Government of Karnataka

Rs. 200



e-Stamp

**Certificate No.** : IN-KA07314579781414V

**Certificate Issued Date** : 06-Oct-2023 05:34 PM

**Account Reference** : NONACC/ kakscsa08/ BANASHANKARI1/ KA-BV

**Unique Doc. Reference** : SUBIN-KAKAKSCSA0886213961465558V

**Purchased by** : CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED

**Description of Document** : Article 12 Bond

**Description** : ADDENDUM TO MASTER SERVICE AGREEMENT

**Consideration Price (Rs.)** : 0  
(Zero)

**First Party** : CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED

**Second Party** : MASHREQ GLOBAL SERVICES PRIVATE LIMITED

**Stamp Duty Paid By** : CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED

**Stamp Duty Amount(Rs.)** : 200  
(Two Hundred only)



Please write or type below this line :

### ADDENDUM TO MASTER SERVICE AGREEMENT

This Addendum (the "Addendum") is executed on 06<sup>th</sup> Oct 2023 towards the amendment of and supplement to the Master Service Agreement dated 16<sup>th</sup> day of September 2022 ("the MSA") by and between

For CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED

Authorised Signatory

**Mashreq Global Services Private Limited**, a company incorporated under the provisions of the Companies Act, 1956 and having its registered office at 3rd Floor, Crescent 2, Prestige Shantiniketan, ITPL Main Road, Whitefield, Bangalore 560048, (hereinafter referred to as “Customer”, which expression, unless it be repugnant to the meaning or context thereof be deemed to mean and include its heirs, successors and assigns).

And

**Connectivity IT Solutions Private Limited** its registered Office at No 1877, 1st Floor, 31st Cross, 10th Main Road, Banashankari, Bangalore 560070 (hereinafter referred to as “Supplier”, which expression, unless it be repugnant to the meaning or context thereof be deemed to mean and include its heirs, successors and assigns).

(Each a “Party” and together the “Parties”)

**WHEREAS**

- (A) The Parties hereto have executed the MSA pursuant to which the Supplier has agreed to provide certain Services (“Service”) to the Customer as outlined in the MSA.
- (B) The Parties wish to amend certain provisions of the MSA and/or add certain new provisions to the MSA.

It is hereby agreed between the Parties hereto as follows:

**1. Change in Scope of Work:**

Post Execution hereof, the Scope of Work as provided in **Annexure A**

**2. Change in Fee, Charges and Payment for the Services:**

The fees and charges for the changed Scope of Work will be as follows:

For CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED

  
Authorised Signatory

**Product and Timelines as per Quote Number CS-SQ-BLR-2023-24-000672-R1 DT 11 Sep 23**

AMC Service with Quartey PM activity ( for MX700D till Mar 24 & for rest of the device 1 year)	150,000.00
Support Part Code charges as per above total	685,139.00
<b>Total AMC Charges from 22 Sep 23 till 21 Sep 24 excluding GST</b>	<b>835,139.00</b>

**3. Change in term of the MSA:**

The term of the MSA as recorded in clause 13 of the MSA shall now read as follows:

4. With effect from the Signature Date, the MSA and this Addendum shall be jointly read as one single document. In the event that any provisions in this Addendum conflicts with any terms contained in the MSA, the provisions in this Addendum will prevail.
5. Save as amended herein, all the terms and conditions of the MSA shall remain in full force and effect.

IN WITNESS WHEREOF the Parties hereto have set their hands to this MSA on the day, month and year hereinabove written.

Signed by **Mohua Sengupta**,  
Managing Director  
for and on behalf of Mashreq Global  
Service Private Limited



(Authorized Signatory)

For **CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED**

Signed by **Venkat Rajan**  
Director  
for and on behalf of **[Connectivity  
IT Solutions Private Limited]**

  
.....  
**Authorised Signatory**

(Authorized Signatory)

## Annexure A

### SCOPE OF WORK

#### Proactive Maintenance Service Scope

The following Services are covered by this Agreement;

A Quarterly engineer visit on-site, perform;

Health Check

Performance Check

Utilization

Log Monitoring

Service Maintenance &

Recommend Stable IOS, & Upgrade

For the Cisco appliances bearing serial numbers as stated below.

Model MX700 --- FCZ2112G02U (Inbuilt Serial no. FTT210802U5 & WKK20251424)

Model CP-DX80 --- FOC2309P8EH

Model CP-DX80 --- FOC2309P855

Model Room 55 ---- FCZ2316F02G (Inbuilt Serial no. FTT220600PI)

Model Room 55 ---- FCZ2316F02F (Inbuilt Serial no. FTT231300CR)

Model Codec/KIT Plus --- FGL225060J0 (Inbuilt Serial no. FOC2701N4ZU, GET224603TJ, GET224603FX)

#### Periodic Review:

This Agreement is valid from the 22-SEP-2023 outlined herein and is valid until 21-SEP-2024. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

#### Service Agreement:

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Manned telephone support

Monitored email support

Remote assistance using WebEx

Planned or Emergency Onsite assistance

Maximum Ten (10) visits a year

More than Ten (10) visits, billed separately for each visit

For CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED



Authorised Signatory

12/5 Help desk

Register a ticket via email

Perform SoP based troubleshooting

Open a ticket with Cisco TAC in case of advance TS

follow-up in case of RMA

Arrange for an on-site engineer for replacing the appliance and restoring (extra cost for beyond the stipulated number of visits)

**I. Escalation Matrix.**

Escalation Matrix (Connectivity IT Solution)					
Escalation Level	Name	Designation	Mobile Number	Landline	Email Ids
1	Chethankumar J	Engineer	9659167754	+91 80- 26713547	<a href="mailto:chethan@cosol.in">chethan@cosol.in</a>
2	Naveen Kumar L	Sr. Engineer	9741681572	+91 80- 26713547	<a href="mailto:Naveen kumar L">Naveen kumar L</a>
3	Monima M	Sr.Account Manager	7483578745	+91 80- 26713547	<a href="mailto:monima@cosol.in">monima@cosol.in</a>

**II.**

Point of Contact – Mashreq Global Services					
Escalation Level	Name	Designation	Mobile Number	Landline	Email Ids
1	Mr. Saravana Raju	Lead Admin	9945079797		<a href="mailto:saravanara@mashreq.com">saravanara@mashreq.com</a>
2	Hemanth Krishnaji Shirke	Procurement Head	9686869495		<a href="mailto:HemanthKrishnajiS@mashreq.com">HemanthKrishnajiS@mashreq.com</a>

For CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED

  
Authorised Signatory

### PAYMENT SCHEDULE

Meeting Room	Support Part Code	PAK/Serial Number	Service Level Description	Product Part Code	Start Date	End Date	Q'ty	Unit Price	Extended Price
Hamara	CON-ECDN-CT2MK9SM,	FCZ2112G02U, FTT210802U5	ESS WITH 8X5XNBD	CTS-MX700D-2CAM-K9	22-Sep-2023	31-Mar-2024	1	1,60,220	1,60,220
	CON-ECDN-CT4E60SM	WKK20251424		CTS-MIC-TABL60			1	3,440	3,440
Command Center	CON-ECDN-CS7ZK9KI , CON-ECDN-CT3D20SM	FOC2701N4ZU FGL225060J0,	ESS WITH 8X5XNBD	CS-KITPLUS-K9	22-Sep-2023	21-Sep-2024	1	1,32,935	1,32,935
	CON-ECDN-CT3D20SM	GET224603TJ , GET224603FX		CTS-MIC-TABL20			2	2,695	5,390
Cabin 2	CON-ECDN-CP8WK9DX	FOC2309P855	ESS WITH 8X5XNBD	CP-DX80-K9=	22-Sep-2023	21-Sep-2024	1	30,325	30,325
Cabin 1	CON-ECDN-CP8WK9DX	FOC2309P8EH	ESS WITH 8X5XNBD	CP-DX80-K9=	22-Sep-2023	21-Sep-2024	1	30,325	30,325
Kalba	CON-ECDN-CS3PK9RO	FCZ2316F02G, FTT220600PI	ESS WITH 8X5XNBD	CS-ROOM55-K9	22-Sep-2023	21-Sep-2024	1	1,61,252	1,61,252
Fahidi	CON-ECDN-CS3PK9RO	FTT231300CT FCZ2316F02F	ESS WITH 8X5XNBD	CS-ROOM55-K9	22-Sep-2023	21-Sep-2024	1	1,61,252	1,61,252
	CS Professional Service	AMC Service with Quartey PM activity ( for MX700D till Mar 24 & for rest of the device 1 year)					1	1,50,000	1,50,000
							Total (W/O Tax)		8,35,139.00
							GST (18%)		1,50,325.00
							Grand Total with GST		9,85,464.00

Payment Terms: 30 days net from the date of Invoice

For CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED



Authorised Signatory