

ERNET India

Services and Subscription Rates from 01.04.2024

Amounts in Rs. (without GST)/ RAM in GB / Storage in GB					
Sr, No.	Plan	Resources			Tariff for users per month
		vCPU (In nos.)	RAM (in GB)	Storage (in GB)	
1. Dedicated Web Hosting Plans and their tariff per month					
1.1 Standard Web Hosting (for small institutions)					
i)	S-11	1	1	70	1,800
ii)	S-14	1	4	70	2,600
iii)	S-22	2	2	70	2,300
iv)	S-28	2	8	70	3,800
1.2 Premium Web Hosting (for large institutions)					
i)	P-11 (WH-1)	4	4	100	4,300
ii)	P-14	4	16	200	8,500
iii)	P-22 (WH-2)	8	8	100	6,800
iv)	P-28	8	32	200	14,800
v)	P-44 (WH-3)	16	16	250	12,500
vi)	P-48	16	32	1000	21,300
vii)	P-88 (WH-5)	32	32	500	23,800
viii)	P-816	32	64	1500	38,800
2. Shared Web Hosting Plan and their tariff per month					
i)	SH-1 (Shared Hosting - 01)	Storage: 5GB , Data access: Unlimited , Application supported: Php / ASP.Net, Database: MySQL & Mariadb etc, Access: Through user application /SFTP			200
ii)	SH-2 (Shared Hosting - 02)	Storage: 10GB , Data access: Unlimited , Application supported: Php / ASP.Net, Data base: MS SQL & Mariadb etc, Access: Through user application /SFTP			400
3. Tariff of additional resources required in r/o dedicated Web hosting plans					
	Resource	Qty (in no's)		Tariff for users per month	
i)	vCPU	1		375	
ii)	RAM	1		375	
iii)	Storage	1		6	

***Note: Above prices are exclusive of GST.**

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Terms & Conditions:

1. All taxes as applicable will be charged in addition to above.
2. Tariff is liable to revision in future with notice period of three months.
3. Minimum subscription period of Web Hosting is one year and the entire annual charges shall be payable in advance.
4. After 1st year also, the annual charges shall be paid in advance against Performa Invoice/Invoice of ERNET India. In case of delay in payment by more than 3 months, interest on delayed payment @12% per annum may be charged for the delayed period.
5. The services to the user (user may also be read as user organization) will remain continue unless a written request from the user to discontinue the services with notice period of at least three months. ERNET India also reserves the right to discontinue the services in case of non-receipt of advance payment even before the expiry of 3 month notice period.
6. Notice period for disconnection of service will be three months.
7. Billing cycle may be aligned with Financial Year, for the convenience of both user and ERNET India.
8. VM would be given with basic Operating System (OS) configuration and user would then be required to configure add-ons/services.
9. User will be responsible for the migration of website from other cloud service provider to ERNET India cloud.
10. User will be responsible for the preservation of their Data. They may ensure necessary backup/remote replication of the same. ERNET India is not obligated to retain any User Data after the termination/ closure/ discontinuation of Cloud Account/ web hosting services.
11. ERNET India will provide backup services under Premium plan only. Standard plan user needs to maintain backup on their own.
12. To utilize the benefits of cloud computing, users need to ensure that applications hosted are cloud ready.
13. Users have to follow all rules prescribed from time to time for using their Cloud Accounts.
14. Users shall utilize the Cloud Services only for purposes that are legal, proper and in accordance with the Indian Cyber Laws. Authorized users shall not share their credentials or allow any other entity to use these services. Users should not interfere with or disrupt the integrity or performance of the ERNET India Cloud Services or attempt to gain unauthorized access to these services or any associated systems or networks.
15. The user will respect and follow all such sensitive and privacy guidelines issued by Government of India (GOI) from time to time.
16. The user will be solely responsible for any violation of information leakage or violation of privacy guidelines issued by GOI from time to time e.g. Aadhaar related personal information of individual.
17. Users are responsible for all information, data, text, software, music, sound, photographs, graphics, video, messages, files, attachments, or other materials, including images of instances that is created, transmitted, stored, or displayed by, from, or within user account including content of end user.
18. Users are responsible for maintaining the confidentiality of account username and password, and for all activities that occur under the account. Users should immediately notify the Cloud Management team of any unauthorized use of account, username or password.
19. Users will be responsible for maintaining appropriate security precautions for security and protection of all User Data.
20. For Shared Hosting, VM will be shared between customers. However, user site will be given unique address. Data uploading will only be through FTP or through user application. No server access will be given to the user at any point of time.
21. ERNET India Cloud shall be operated and managed as per security guidelines and policies issued by CERT-In (<http://www.cert-in.org.in/>). Security audit by the third party audit agency of sites should be completed prior to hosting of application on Cloud. A third-party audit security agency should be CERT-

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IN empanelled agency only. However, in case of exigencies, provision will be made to host sites without security audit for a limited period of time. This hosting will be at user's risk. ERNET India will not be responsible for any issue arising as a result of hosting of an application prior to completion of audit.

22. ERNET India reserves the right to suspend/ terminate/ discontinue the services/ access to ERNET India Cloud Account in case of violation of any terms and conditions mentioned above.
23. After receiving the request of webhosting service from the user, ERNET India may take up to 2 weeks of time to provide the PI (Proforma Invoice).
24. After receipt of payment from the user, ERNET India may take up to 30 days of time to start and provide the webhosting services to the user.
25. **Termination of Hosting Services:** User shall comply to the following:

User acknowledges and agrees that upon expiration or termination of user Hosting Services, user must discontinue the use of the Hosting Services and relinquish the use of the IP addresses and server names assigned to the user in connection with Hosting Services, including pointing the Domain Name System ("DNS") for user domain name(s) away from ERNET India's servers. Prior to termination of the Hosting Services, user is responsible for moving their website or server content off ERNET India's servers. ERNET India will not transfer or FTP user website or server content to another provider. If user fails to move their website or server content off ERNET India's servers prior to cancellation/ discontinuation of services, ERNET India will not be responsible for any loss of data / content of user and will not be able to provide copy of such data / content to user.

Upon termination of the Hosting Services, all free (DNS) products provided as part of the Hosting Services will be cancelled/ revoked/ withdrawn.

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1. E-Mail Hosting Services

Proposed Tariff of Email Hosting Services are as (w.e.f. 01.04.2024):

Item	M1	M2	M3	M4	M5	M6
No. of Mail IDs	5	25	100	200	500	1000
Proposed Email space charges/ year (in Rs.)	2500	7500	15,000	30,000	75,000	1,25,000

***Note: Above prices are exclusive of GST.**

Terms & Conditions:

1. All taxes as applicable will be charged in addition to above.
2. Minimum commitment will be for 1 year and the entire annual charges shall be payable in advance.
3. After 1st year also, the annual charges shall be paid in advance against Performa Invoice/Invoice of ERNET India. In case of delay in payment by more than 3 months, interest on delayed payment @12% per annum may be charged for the delayed period
4. Tariff is liable to revision in future with notice period of three months.
5. User shall have an option to migrate from one plan to other plan on the basis of written request after paying the difference.
6. Notice period for disconnection of service will be three months.
7. The services to the user will remain continue unless a written request from the user to discontinue the services with notice period of at least three months. ERNET India also reserves the right to discontinue the services in case of non-receipt of advance payment even before the expiry of 3 month notice period.
8. User account creation will be done by ERNET India. User can change their passwords.

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2. DNS Hosting Services

Proposed Tariff of DNS Hosting Services for user who desires to take only DNS Hosting services are as (w.e.f. 01.04.2024):

Duration of DNS Hosting Services	Amount
One time setup charges	Rs. 200/-
1 Year	Rs. 250/-
3 Year	Rs. 750/-

***Note: Above prices are exclusive of GST.**

Note:

1. DNS Hosting services will be on complementary basis to the institutions/ users who are taking any other services from ERNET India, except Domain Registration services under ac.in, edu.in, res.in.

Terms & Conditions:

1. All taxes as applicable will be charged in addition to above.
2. Tariff is liable to revision in future with notice period of three months.
3. The minimum subscription period shall be one year and the entire annual charges shall be payable in advance.
4. After 1st year also, the annual charges shall be paid in advance against Performa Invoice/Invoice of ERNET India. In case of delay in payment by more than 3 months, interest on delayed payment @12% per annum may be charged for the delayed period.
5. The services to the user will remain continue unless a written request from the user to discontinue the services with notice period of at least one month. ERNET India also reserves the right to discontinue the services in case of non-receipt of advance payment even before the expiry of one month notice period.
6. Notice period for disconnection of service will be one month.

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3. Combo packages:

The following services may be offered in a package in the following ways to widen the spread of these services among the existing & prospective users of ERNET India:

Sr. No.	Service / Package Name taken by user	Discount or privilege offered to the user
1	VSAT connectivity services	<ul style="list-style-type: none"> ▪ One number of Web Hosting Service may be offered on complementary basis if annual billing of VSAT service (s) is more than Rs. 5 Lakh. The cost of offered Web Hosting plan may be restricted to a maximum of 4% of VSAT service (s) cost annually. ▪ DNS Hosting service may be offered on complementary basis;
2	Web Hosting Service	<ul style="list-style-type: none"> ▪ 10% discount on 2 years subscription ▪ 20% discount on 3 years subscription ▪ DNS Hosting service may be offered on complementary basis;
3	Domain Registration	<ul style="list-style-type: none"> ▪ DNS Hosting service may be offered on special rates devised under Domain Registration.
4	Any single service other than Domain Registration	<ul style="list-style-type: none"> ▪ DNS Hosting service may be offered on complementary basis;
5	Any two services	<ul style="list-style-type: none"> ▪ No discount on highest value service. ▪ 5% discount on second (lower value) service. ▪ DNS Hosting service may be offered on complementary basis;
6	Three or more services	<ul style="list-style-type: none"> ▪ No discount on highest value service. ▪ 8% discount on all other services. ▪ DNS Hosting service may be offered on complementary basis;
7	Bulk Services Discount /	<ul style="list-style-type: none"> ▪ For Users opting bulk quantity of any service, Programme In-Charge may take specific approval of special packages/ rates to be offered to such users from DG, ERNET India by examining the proposal through Admin & Finance division of ERNET India.
