



## Malaysian Research & Education Network

### Terms and Conditions

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#### 1.0 Introduction

This set of Terms and Conditions is established to ensure that users of MYREN are provided with acceptable level of service, and at the same time to ensure that users comply with the stipulated conditions.

The Terms and Conditions set forth in this document are applicable to the members once a connection to the network is established, and as long as the members is being connected to the network.

#### 2.0 Membership Classes

MYREN membership comprises of the following categories:

- a. **Normal members** – this type of membership is opened to new members. Interested research institution from both public and private sectors are welcome to participate in the network, as a part of MYREN Research Community.
- b. **Affiliate Member** - This membership is open to any research organization that has common interests in the objectives of MYREN, but does not require any access link to MYREN. An Affiliate Member typically represents an organization that benefits from the use of the advanced research and education applications/tools that MYREN aims to facilitate and promote. An affiliate member can participate in MYREN activities e.g. Seminars, Workshops and receive regular information updates.

#### 3.0 Service Level

##### 3.1 Network Availability & Utilization

MYREN Network Availability is at 99.5%. The network availability is calculated from the MYREN PoP Router to the End-Site(CPE) Router, hence excluding any outages caused by equipments or set-up beyond MYREN network boundary.

Any network maintenance or upgrade work to be conducted by MYREN operation centre is considered as planned outages, and shall not constitute as network outage. All users of MYREN will be alerted on the planned outages, via the MYREN website<sup>1</sup>, fax, e-mail or phone call.

Users can also access the information on network health status on the website. Real-time network utilization, updated on 5 minutes timeframe, is made available to all MYREN users. Dedicated user IDs are provided for access to this information

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<sup>1</sup> MYREN Official Website is <http://www.myren.net.my>

### 3.2 Network Technical Support

The MYREN Network Operation Centre (NOC) is operated by a team of technical engineers who will provide technical supports to users from 0900 to 1800 weekdays, and at other times, limited support is available by standby technical engineers including weekends and public holidays.

- i. MYREN NOC will offer a pro-active monitoring of the local loop. NOC staff will notify user on any failure on the local loop by means of SMS or email notification.
- ii. User must execute troubleshooting or escalation procedures on the local loop when required upon advice by MYREN NOC.
- iii. For PoP holder sites, if access to node area is needed, it will only be available during working hour: 9 AM – 6 PM weekday excluding Public Holiday unless deemed necessary by MYREN NOC.
- iv. User to notify MYREN NOC for any change in their router configuration.

### 3.2 Fault Reporting, Restoration, Escalation

Fault Management and restoration for non-critical faults is within 2 hours. Users can report the fault through:

- Helpdesk : 03-8313 3151
- Fax : 03-8313 5034
- E-mail : [helpdesk@myren.net.my](mailto:helpdesk@myren.net.my)
- Network Manager : 019-3888496
- Head of NOC Operations: 013-3888495 / 013-343 9961

### 4.0 Change of Service

Any user who wishes to change its current subscribed bandwidth shall submit the request of change via the form available on the website. The completed and signed form must be emailed to MYREN Administration Office.

All additional cost incurred on the bandwidth upgrade shall be borne by the requestor while maintaining the existing cost support from project owner from the existing telecommunication provider.

### 5.0 Service Application

Users who are interested to join the network can apply through MYREN website, via the electronic application form. The completed form must be emailed to MYREN Administration Office. The applicant will be notified on the application status within 30 days of application.

### 6.0 Minimum Service Subscription Period

The minimum subscription period for all users of MYREN is 1 year. User who intends to terminate the connection to MYREN before the minimum subscription period must submit request via the electronic application form. The completed form must be emailed to MYREN Administration Office.

MYREN is not liable to refund fee, if termination is made less than the minimum service subscription period.

### 7.0 Users Responsibility

#### Normal Membership

MYREN responsibility is limited to the Edge router (where it is managed by MYREN) installed at the user's premise, whilst the connection beyond that to user's end device is the responsibility of user. Users are responsible to provision, manage and maintain this connectivity, including:

- To provide own access security management i.e. user identification and password
- To ensure all data into the network is for Research & Development purpose only, complying with the AUP conditions
- Users are required to integrate their commodity and MYREN link using BGP in order to provide seamless connectivity to their end users unless deemed appropriate by MYREN Technical Committee

MYREN reserve the right to suspend, isolate or terminate the service provided, if the user is found causing technical interruption or harm to the network.

### 8.0 Membership Fee

The users are expected to make available full year payment in advance. The user must pay the membership fee to the Ministry of Higher Education upon issuance of invoice