

## Product Terms & Conditions (PTC)

1. No subscription amount to be paid to the Tikona Infinet Private Limited (TIPL) sales representative, at the time of placing the order.
2. The subscriber is required to pay the 'Subscription Amount' as mentioned in the plan details on installation, post successful service demo at the installation location to the authorised TIPL installation representative only.
3. The authorised TIPL representative will carry a TIPL ID card. The subscriber can ask the TIPL representative for valid government ID like Adhaar card or driving license to verify his/her identification. TIPL will not be responsible for any payment made by the subscriber to any unauthorised person claiming to be a TIPL representative.
4. GST /Taxes extra as applicable.
5. All plan charges will be charged in advance.
6. All one-time installation charges are non-refundable.
7. Service activation will be done post realisation of the subscription amount. In case of cheque payment, service installation and activation may take 6-10 working days from cheque submission date. In case the service is not activated post realisation of the subscription amount, kindly contact Tikona Care at 1860-3000-3434. Keep your User ID ready when calling Tikona Care.
8. Contention Ratio :
  - a. for Home Broadband Plans: 1:20.
  - b. for SOHO Plans: 1:8.
9. As per the direction of DoT, a maximum of one login is allowed per connection. To access the service across multiple devices, subscribers could arrange a Wi-Fi router at their own expense. Subscribers installing their own Wi-Fi Router (or any Wi-Fi routing device) are required to register such Wi-Fi Router with TIPL to start accessing the network over Wi-Fi.
10. For all plans Tikona will consider 1 GB = 1000 MB.
11. Tikona Broadband Service Bill delivery is done as per the option registered by the subscriber:
  - a. E-copy: Only e-bill shall be sent to the registered E-mail ID.
  - b. Physical copy: The Physical bill shall be sent to the registered billing address. Additionally, the e-bill shall be sent to the registered E-mail ID.
12. Upload Speed Details:
  - For 10, 25 & 40 Mbps Home Broadband speed plans, Upload speed will be Upto 4 Mbps.
  - For 60 Mbps speed Home Broadband plans, Upload speed will be Upto 8 Mbps.
13. Usage includes both upload and download of data.
14. Connection will be delivered over a CAT 5 cable using a RJ 45 interface.
15. Device Configuration Requirements
16. PCs/Laptops must have minimum Intel P IV 2 GHz or higher processor and 1 GB of RAM – Minimum 2 GB free hard disk space at the time of installation – Operating System: Win Vista or higher – Ethernet LAN Card / Port (10 / 100BaseT) with TCP/IP support.
17. Browser Options: IE, Mozilla Firefox, Opera or Google Chrome. Kindly ensure that your browser is updated to the latest version available.
18. Subscribers can use the service on Wi-Fi enabled devices such as smart phones, tablets, touchpads, notebooks, etc. These devices must support 802.1X, WPA2 Enterprise security features.
19. Speeds mentioned here are guaranteed up to the ISP node.

20. One-time rebate under Monsoon Supersaver scheme will be posted in the customer's account in the second month after service activation.
21. The Monsoon Supersaver scheme is void if you choose to change your plan before 90 days during which the scheme will be effective. Standard plan charges will be applied on a prorated basis for the period in which the offer is effective. The rebate, if already passed, will be adjusted in subsequent bills.
22. All tariffs mentioned here are subject to regulatory approval. TIPL has the right to modify or withdraw any tariff plan at any point of time.
23. In case of service discontinuation, the subscriber shall compulsorily return all the modems/Wi-Fi Router(If applicable) in working condition. In the event of the subscriber not being able to deliver the modem/Wi-Fi Router to the company, for reasons attributable to his/her action / account, the modem/Wi-Fi Router would be assumed to be permanently undeliverable to any person including the company. In such an event, including a case where the modem/Wi-Fi Router are delivered by the subscriber in non-working condition, the company would charge the subscriber Rs. 1,500 per modem/Wi-Fi Router not returned or returned in non-working condition towards penalty / damages for breach of the terms of service. This is applicable for all plans.
24. Service tax shall be accounted for against the charges stated above.
25. Refund, if applicable, will be processed within 30 working days from the date of cancellation.
26. If the subscriber of any plan surrenders the connection, then:
  - a. The request for refund will be considered in case of Tikona's inability to restore the connectivity due to reasons such as site out of service, due to permission issues or other situations with similar effect. No refund is applicable in any other cases.
  - b. If a refund is applicable then:
    - In case of refund, Rs. 750 or installation charges corresponding to your plan, whichever is lower shall be adjusted / deducted towards installation.
    - Plan charges corresponding to the number of days / months of use / data transfer shall be payable / deducted from the upfront amount received to determine the refund, if any. A full month shall be counted in case the usage is for part of the month.
    - Refund, if applicable, will be processed within 30 working days from the date of cancellation.
27. For New Connection:
  - a. Non Refundable Installation charges as defined in tariff plan applicable for all plans.
  - b. In case installation is not done due to any customer end reason within standard delivery period or otherwise, a connection charge of Rs.250 (including tax) will be deducted while processing refund of upfront amount collected at the time of order entry.
  - c. In case there is any old outstanding amount found in any services delivered in the past by TIPL to the customer signing this form, TIPL would be adjusting the outstanding amount from the upfront payment collected for the new connection.