

SRF Terms and Condition

1. Provision of service shall include:

- a. Delivery of the subscribed service within the stipulated duration.
- b. Assignment of Internet Protocol (IP) address for accessing the internet
- c. The IP address provided by the company shall only be used for the purpose it has been provisioned).

2. This service is governed by the provisions of Indian Telegraph Act, 1885, Indian Wireless Telegraphy Act, 1993, and Telecom Regulatory Authority of India Act, 1997 as modified or replaced from time to time.

3. Any Wi-Fi connectivity deployed by subscriber will be activated only after it is registered for centralized authentication system of TIPL.

4. If the subscriber uses this service for internet telephony, then only the following will be permitted:

Service to process and carry voice signals offered through public internet by use of Personal Computers (PC) or IP based Customer Premises Equipment (CPE) connecting the following:

- a) PC to PC; within or outside India.
- b) PC/a device/adaptor conforming to standards of International agencies like ITU, IETF etc., in India to PSTN/PLMN abroad.
- c) Any device/adaptor conforming to standards of International agencies like ITU, IETF etc., connected to ISP node with static IP address to similar device/adaptor; within or outside India Addressing scheme for Internet telephony shall only conform to IP addressing scheme of Internet Assigned Numbers Authority (IANA) exclusive of National Numbering Scheme/plan applicable to Basic/Cellular Telephone service.

Translation of E.164 number/private number to IP address allotted to any device and vice versa, to show compliance with IANA numbering scheme is not permitted. Subscriber acknowledges that VoIP will not be used in any form other than what is permissible under the internet service license. Subscriber acknowledges that the IP given will not be used for terminating VoIP calls on domestic PSTN network.

5. As per the regulations of telecom authority, if the mobile number mentioned in this SRF is registered under National Do Not Call (NDNC) registry, you will not receive SMSs from Tikona Inifinet Private Limited. By signing this form you explicitly agree and give your consent to receive SMS communication irrespective of your mobile number registration under NDNC registry. Tikona Inifinet Private Limited or its SMS service provider/partners will not be liable for any legal or monetary expenses arising out of these regulations.

6. Use of Service - The subscriber shall use the service in accordance with the Company's Acceptable Internet Use Policy ("Acceptable Use Policy"). The Acceptable Use Policy shall mean the current version of the Company's Acceptable Use Policy provided on its website (As may be changed by the Company from time to time).

7. All plan charges will be charged in advance.

8. Fair Usage limit is applicable on all Unlimited Plans; please check Tikona website for updated information on FUP limit.

9. Contention ratio is applicable on broadband plans; for more details please refer Tikona website.

10. Subscriber/Customer Premise Service Equipment (CPE):

a. Subscribers may use their own CPEs. However, such CPEs need to be approved by the Company. In case, of such CPEs:

a.i. No rental or security deposit/charges will be applicable.

a.ii. The Company would not be responsible for maintenance of such CPE's.

b. When CPE provided by Company for provision of services.

b.i. Property in CPE shall always remain vested with the Company and neither the property nor right to use the CPE is transferred to any person in any manner whatsoever. The subscriber to whom the CPE is delivered shall be responsible for safety of and securing any other subscriber as defined in the rate plan towards cost of provision of service so proposed to be provided by the Company.

b.ii. Manufacturing defects - No Charges to Subscriber.

b.iii. Repairs due to damage attributable to Subscriber - The repair/service charges shall be assessed by the Company and recovered from the Subscriber accordingly, along with applicable taxes, as additional cost of provision of service by the Company.

11. Minimum System Requirements/ configuration of PCs/Laptop.

a. Intel P IV 2 GHz or higher or equivalent.

b. 2 GB RAM or higher.

c. 40 GB free HDD space.

d. OS: Win 2K, Win XP, Win Vista, Windows 10 or compatible OS

e. Ethernet LAN Card /Port (10/100Base T) with TCP/IP support on PC/Laptop.

f. Browser IE Desktop & Mobile version 11 & above, Mozilla Firefox Desktop & Mobile version 27 & above, Opera version 17 and Google Chrome browser version 30 & above.

Subscribers who have opted for Home Solution can use our service also on smartphones, tablets, touchpads (e.g. ipads). These devices should be: Wi-Fi enabled with 802.1X, WPA2 Enterprise security features.

12. In case subscriber wants to shift to a new location, delivery of connection will be subject to feasibility and shifting charges of Rs.1000/- +Tax will be applicable. In case shifting is not feasible at the new location, No refund of any credit balance available in the customer account will be processed.

13. Exit Policy: In case the subscriber chooses to discontinue after signing the SRF:

a. But prior to service being provisioned due to inability of Service Provider / Company to deliver service within standard delivery period, no charges will be levied to the subscriber.

b. But prior to service being provisioned due to decision of the subscriber, all one time charges will be applicable.

c. After service is provisioned, all one time, recurring & other charges will be payable as applicable.

d. Any refund, if applicable, will be paid to the subscriber within 30 working days from account termination. Account termination will be done on receipt of CPE in working condition and settlement of all balance outstanding.

Account termination will be done on receipt of CPE by the Company in working condition and settlement of all balance outstanding. Penalty/damages, if applicable, will be deductible from the refund amount, towards breach of terms of service. Please refer terms and conditions for updated information on refund policy.