



**City Infosol Private Limited**

CIN: U72900RJ2015PTC047368

Near Anoop Talkies, Rajput Colony Bari Dist. Dholpur (Raj.) 328021

Contact Details: +91 9982722331, +91 9587459111

E-Mail:-info@cityinfosol.com, www.cityinfosol.com

Paste your photo here and sign across it

SRF / CRF No. :

**Customer Application Form (CAF)**

General Information														
Subscriber Name														
Father's & Husband Name														
Subscriber Type ( ✓one)														
Corporate/SME				Institutional				Individual/Home			Organization			
Local Address (For Billing & Termination)														
Wired Line Phone No.														
										Mobile No.				
Address Type ( ✓one)														
Owned				Rented				E-mail						
Contact Details of Landlord														
Wired Line Phone No.														
										Mobile No.				
Administrative Contact Information (For Corporate Subscriber)														
Owner/Director/Manager														
Residence Address														
Wired Line Phone No.														
										Mobile No.				
Customer Co-ordinator Information (For Corporate Subscriber)														
Name														
Designation														
Wired Line Phone No.														
										Mobile No.				
Fax														
e-mail														
Customer Billing Address (If Different to above)														
Contact Person Name														
Residence Address														
Wired Line Phone No.														
										Mobile No.				
Service Details														
Required Service ( ✓one)														
Fixed Wi-Fi Broadband				Broadband on Cable				DIA-LL(Direct Internet Access)						
Service Delivery ( ✓one)														
On Fixed Wi-Fi CPE				Copper / Ethernet Cable				Optical Fiber (Fiber to Home)						
Plan & Speed														
As per plan sheet						Required Static Public IP								
Traffic Limit (UL/DL)														
As per Fair Uses Policy & as per Tariff Plan														
Financial Charges Details														
One Time Activation (Non refundable)						Security Deposit (Refundable)								
CPE Cost (Non refundable)						CPE Rental (Non refundable)								
Subscription Type ( ✓one)														
Prepaid				Post Pay				Billing Cycle ( ✓one)			Monthly		Quarterly	
Document Attached														
Address Proof						Identity Proof								
Registration of Company/Firm						Authorised Signatory Proof								
PAN/AADHAR/PASSPORT														
Customer Acceptance														

Authorized Person Name ..... Date ..... Place .....

Signature of the Authorized person with Company Seal

**The customer understands and acknowledges that**

**City Infosol Private Limited.** is an existing (Class-C) Internet Services Provider and having a licensed by the Government of India (Ministry of Communications and Information Technology, Department of Telecommunications) to provide Internet Services across India (including Internet Telephony).

**General Terms & Conditions of Service:-**

1. Interactive voice and fax messaging shall not be permitted on OUR Internet Services network, as such selling/promoting Internet Telephony/Fax etc., is prohibited.
2. Ending unsolicited messaging via Internet Services is unlawful and it is not permitted.
3. Probing for means of gaining unauthorized access to computers or networks is not permitted.
4. Forgery of any identification or obscuring of hostnames, usernames, IP addresses, or any message header information in any data, is not permitted.
5. Sending harassing or threatening transmissions over Intern Services is not permitted.
6. Internet contains unedited materials, some of which may be sexually explicit or offensive & provocative for which we have no control.
7. Any objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not created, stored downloaded, accessed, transmitted or retransmitted by him or any other person using his facilities.
8. Any loss of business suffered by the Customer due to disconnection affected under clause in "Disconnection Terms" will be his own responsibility and so borne by him. Temporary break/disconnection of Service under schedule maintenance "Disconnection Term" will not require any notice.
9. The customer is required to fully comply with the provisions of the Indian Telegraph Act, 1885, Indian Telegraph Rules made there under and Information Technology Act 2000 and any amendments or replacements made thereto from time to time.
10. Customer assumes total responsibility and risk for use of the Internet Services.
11. **Payment of bills** - It would be the responsibility of subscriber to make monthly or quarterly payment of Internet Services. City Infosol Private Limited. and It's Franchise would disconnect the service in case of non-receipt of monthly payment without giving any Notice to the subscriber.
12. **Disclaimer** :- While every effort is made by us to provide highest quality of services to its customers , the linking, quality and speed of data transmission is entirely dependent on our fiber connectivity and outdoor wireless LAN connectivity (Pt P/Pt MP) on License free ISM band 2.4/5.8@ghz as permitted by WPC. Accordingly and fixed copper pair, fiber to home, We shall in no event be responsible to the customer in any manner whatsoever for any failure, defect, delay in connectivity or accidental loss of connectivity of the customer with our network computer or the deficiency in data transmission between the customer and our network computers, or for any inconvenience, damage or loss that may be caused to any one or of any kind arising there from.
13. The Internet Service is provided by us on an "AS IS and AVAILABLE" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, non-infringement or implied warranties of merchantability of fitness for a particular purpose. No advice or information given by us, its affiliates or their respective employees shall create a warranty. Neither us nor its affiliates warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the service is free of viruses, worms, Trojan horses or other harmful components. Under no circumstances shall City Infosol Private Limited.& It's Franchise, its affiliates or its contractors be liable for any direct, indirect, incidental, special, punitive or consequential damages that result in any way from customers, use of or inability to use the service or to access the Internet or any part thereof, or customers reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.
14. **Force Major** - If at any time, during the continuance of our Internet Services, the performance in whole or part, of any obligation under it shall be prevented or delayed by reason of war, hostility, acts of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, lock-out or act of GOD etc., the subscriber shall not have any claim for damages against City Infosol Private Limited.& It's Franchise in respect of such non-performance or delay in performance of our Internet Services.
15. **Illegal use**- Internet service may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, and violates export control laws or anti national.
16. **EMAIL**-It is a condition of use of internet services that subscriber do not post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, vulgar, pornographic, profane or indecent information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability or otherwise violate any local, state, national or international law; post or transmit any information, software or any other material which violates or infringes upon the rights of others, including material which is an invasion of privacy or publicity rights or which is protected by copyright, trademark or other proprietary right, or derivative works
17. with respect thereto, without first obtaining permission from the owner or right holder; post or transmit any information, software or other material, which contains a virus or other harmful component; post, transmit or in any way exploit any information, software or other material for commercial purposes, or which contains advertising. Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is explicitly prohibited. A subscriber shall not use another site's mail server to relay mail without the express permission of the site. Posting a message and subscribing without intent to large number of news groups, forums, e-mail, mailing lists or other groups or lists is prohibited. **Mail Relay using mail servers of other ISPs depends upon the policies of respective ISPs over which we have no control**
18. **Subscriber conduct**- Subscriber shall use internet services for lawful purposes only. Subscriber shall not post or transmit using internet services any material which violates or infringes in any way upon the rights of others, which is unlawful, threatening, abusive, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane or otherwise objectionable, which encourages conduct that would constitute a criminal offence, give right to civil liability or otherwise violate any law, or which, without the our express prior approval, contains advertising or any solicitation with respect to products or services.
19. We can revise the tariff for its Internet services & its value added services from time to time to on its sole discretion.
20. International connectivity is being provided through basic service operator VSNL/ Tata Communication/ Bharti Airtel/ Sify/ Reliance etc. right now. Exclusive gateway is likely to be organized in future.
21. **Arbitration of Disputes** In the event of any question, dispute or difference arising out of provisions of our Internet Access Services, the matter shall be referred to the arbitration under ICADR Arbitration Rules- 1996 consumer court.
22. We are responsible for delivering the service at single point to the customer premise. This can be to a PC or a CPE.
23. However further distribution or cabling that may be required is the customer responsibility.
24. Any CPE (Router, Towers, Mux, Pole, Cable etc.) provided by PC Care Airway Infratel Pvt. Ltd. on the behalf of City Infosol Private Limited. will the property of PC Care Airway Infratel Pvt. Ltd. and shall return it to PC Care Airway Infratel Pvt. Ltd. on termination of service.
25. Expected time of installation of connection and service is 7-30 days from the date of picking up the order form.
26. Customer can make all the payment in the favor of our authorized collection agencies vide cheque or cash and take the proper receipt.
27. Internet service and Bandwidth billing done by City Infosol Private Limited. and other equipments rental/monthly recharge pack billing will done by PC Care Airway Infratel Pvt. Ltd.
28. In case of use of Indoor/Outdoor Wi-Fi Please note, we will not be held any responsibility in any way or answerable in case any unauthorized usage of Wi-Fi technology resulting in the non-compliance of DOT directive is detected within your Premises/Location by the Authorities concerned.
29. Please note that any **liability** includes civil and **criminal liability** for such unauthorized use and any resulting event connected there to will be your sole responsibility. We would also be constrained to withdraw our services without any further notice in such an eventuality and without any **liability** on our part. Continued usage of Wi-Fi connectivity or deployment of router without registration with your service provider shall amount to unauthorized usage of Wi-Fi technology.
30. Customer shall intimate to City Infosol Private Limited.& PC Care Airway Infratel Pvt. Ltd. about change in address, if any, in writing along with such proof, as may be deemed necessary by us.
31. Customer shall not use the Services as an 'OSP' (Other Service Provider).
32. Privacy of communication is subject to the terms of the license agreement of City Infosol Private Limited. with DOT and other statutory and regulatory notifications/directives etc. The Customer specifically agrees that in order to facilitate City Infosol Private Limited. to provide Services, City Infosol Private Limited. may be required to disclose any information or particulars pertaining to the Customer to any authority, statutory or otherwise, including but not limited to any debt collection agency, credit reference agency, security agency, and reserves the right to comply with the directions of such authorities at its discretion and without intimating the Customer.
33. The Customer shall have no title and/ or ownership and /or interest in the CPE and therefore shall not be entitled to transfer/assign/lease and / or otherwise part with the same under any circumstance. The ownership and effective control over the CPE shall always remain with City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd.. The Customer shall return the CPE immediately on termination of the subscription Period. The Customer shall not claim any charge or lien on the CPE, even if any dispute is pending. Customer shall be responsible for the maintenance and upkeep of the CPE subject to normal wear and tear,

Authorized Person Name ..... Date ..... Place .....

34. All CPE, provided (but not sold) by PC Care Airway Infratel Pvt. Ltd. on the behalf of City Infosol Private Limited. shall always remain absolute property of PC Care Airway Infratel Pvt. Ltd. The Customer shall only have use the custody of the equipment or other equipment/ accessories during the enrollment period.
35. he CPE has been provided to the Customer in order to facilitate PC Care Airway Infratel Pvt. Ltd. to exclusively use the same for rendering its Services. The Customer shall not deal with the CPE independent of PC Care Airway Infratel Pvt. Ltd. in any manner whatsoever.
36. Customer shall neither shift the CPE nor transfer the same in any manner. In case the Customer fails to comply with the terms and conditions of enrollment PC Care Airway Infratel Pvt. Ltd. reserves the right to lift or remove the CPE from the Customer's premises and terminates the enrollment without any liability whatsoever on its part.
37. The following service standards and time lines have been agreed between PC Care Airway Infratel Pvt. Ltd. on the behalf of City Infosol Private Limited. Global Internet Services and the Customer.
38. The network uptime and the Services provided by City Infosol Private Limited. and in their control shall have an uptime of 98% for the wireless customer and 95% for the wired customer, Outside of scheduled maintenance times.
39. All issues the customer raises to PC Care Airway Infratel Pvt. Ltd. and City Infosol Private Limited. will be responded to within 24 hours by phone or email and resolved within 72 hours.

**ADDITIONAL T&C**

40. The Internet/Broadband speed available to the Customer is the maximum prescribed speed for which the Customer is entitled and City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd. does not hold out any assurance that the said speed shall be maintained at all times and the same may vary depending upon the network congestion, technical reasons or any other unavoidable circumstances.
41. It is clearly understood that installation of internet/broadband services require several vital and time consuming activities, inter-alia, including laying down of cables, proper wiring of the area, other technical requirements etc. and therefore City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd. does not prescribe or hold out any fixed time line after execution of the CAF, during which the said Services shall be activated. City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd. shall endeavor to activate the Service within reasonable time and it is expressly agreed that the person executing the SAF shall not be entitled to raise any claim or action or damages of whatsoever nature on account of delay in activation of Services and the Customer shall only be entitled to refund of the initial amount paid by the Customer.
42. The parties have fully read and the contents of the terms and conditions have been explained in vernacular, Verbatim and upon understanding, have signed the CAF as a token of its acceptance/consent and further with a clear understanding that it is valid and binding document on both the parties and can be enforced in the Court of Law.
43. The CAF should be filled by sales representative in consultation with the customer & applicant must be over 18 years of age on the date of application.
44. Fill the Customer Application Form with black ballpoint pen only and used CAPITAL LETTER only.
45. A CAF needs to be filled for every location, where service is required. The CAFs are designed on a per location basis except for the leased line CAF which is designed on a per link basis (where 2 locations are involved).
46. Proof of identity attached - The following documents would be accepted as proof of identity for **individual customers** :-  
(a) Driving Licence (b) Passport (c) PAN Card (d) Voter ID Card (e) Others (as defined or at the discretion of Circle Head) The following documents would be accepted as proof of identity (entity) for **Corporate customers** :-
47. PAN Allotment Certificate (b) Certificate of Incorporation (c) Shop & Establishment Act Registration Certificate (d) Tax Account Number Certificate (e) Sales / Service Tax Registration Certificate (f) Other (as defined or at the discretion of Circle Head)
48. Please attach a self-attested photocopy of any of the above with the CAF
49. Proof of Billing & Termination Address - The following documents would be accepted as proof of identity for **individual customers** :-  
(a) Driving Licence (b) Passport (c) PAN Card (d) Voter ID Card (e) Others (as defined or at the discretion of Circle Head) **For corporate customer**, the following documents would be accepted as proof of billing & termination address :- (a) Telephone Bill (b) Electricity Bill (c) Bank Statement (d) Lease Agreement (f) Others (as defined or at the discretion of Circle Head) Please attach a self-attested photocopy of any of the above with the CAF.

**Customer Declaration / Undertaking**

1. I solemnly affirm and declare that I have read and understood the terms and conditions of this Customer agreement form and also agree to abide by any changes that are made from time to time.
3. I agree to pay all applicable charges for the all services and I hereby indemnify City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd. for any illegal use of any type on these services.
4. I understand that the required services will be provided to me subject to feasibility and City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd. reserves the right to accept or reject my application without giving any reason whatsoever.
5. That the Internet service taken by me will be used for browsing purposes only.
6. That no component of this network will be used for carrying any kind of direct or indirect voice or any other prohibited traffic/ signal/ information.
7. That we shall not be having any type of inter connectivity of voice and voice-cum-data networks Including PBXs/ PABXs/ PAXs and IP-PBX on these circuits.
8. That, in case we are found to be having such inter connectivity, we shall be liable to be punished under Indian Telegraph Act/ Rules.
9. That all the hardware in the network is TEC approved.
10. That no card/unit/equipment or software is being used for carrying any kind of voice Compression/ Translation etc.
11. That internet bandwidth will not be utilized for any activity which is considered as illegal by the law Govt. and DOT.
12. That I have also gone through the guidelines of the ISP License issued to City Infosol Private Limited. and agrees to abide by the same and failure to comply with those guidelines will be my sole responsibility.
13. That I indemnify to City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd. keep it indemnified against any loss, damage, Claim, cost, charges, expenditure incurred by or made against them in respect of loss of rent/call charges due to misuse of the circuit or otherwise whatsoever in the matter.
14. I solemnly agreed with above mentioned terms of service and also declare that the information provided by me/us given above, are true to the best of my knowledge and belief and nothing has been concealed.

I hereby undertake and commit not to transfer/handover/sublet my Broadband connection/Internet Services (even temporarily) to any person who may attempt to use it for any unlawful activity as described in Terms & Conditions. If I do so, I will be liable and fully responsible for all obligations under the law of Govt. of India, and City Infosol Private Limited. Internet Service Pvt. Ltd. and its franchisee will not be responsible. Any unauthorized transfer/use of the connection shall entitle City Infosol Private Limited. and PC Care Airway Infratel Pvt. Ltd. to terminate my Internet Service forthwith. I hereby certify that the information given in this form is correct. I have read and agreed to the Terms & Conditions of this agreement. I undertake that the Internet Services provided by City Infosol Private Limited. would not be used contrary to the provisions of TRAI / DOT & Govt. of India rules & regulations. If such is the case, City Infosol Private Limited. has the right to disconnect my Internet services immediately without any notice.

**Self & Business Declaration:-**

I/We declare that the New Broadband/Dedicated Internet Access connection which I/we are going to subscribe from your company, will utilize/use only for legal and law full business purpose or general operation as per Dot/TRI rules regulation and Law of Govt. of India. We/I also declare that we/I will not use or utilize this Internet connectivity for any resell & unlawful purpose.

Signature of the Authorized person with Company Seal

Authorized Person Name ..... Date ..... Place ..... 3/4

**For office use only**

Date of application: ..... Subscription ID allocated: .....

User Name allocated: ..... Password (Default): ..... (Please change of password after first log-in)

Sales employee's name: ..... Sales ID: .....

Application Accepted: Yes  No  Remark: .....

Approved by: ..... Signature: .....

## Acceptable Internet Usage Policy

This Acceptable Policy has been formulated by City Infosol Private Limited, Internet Service (P) Ltd. to ensure the legitimate use of Service by the Customer. This Acceptable Usage Policy has to be signed by the Customer along with the Service Agreement. The terms and conditions, including definitions and interpretations as contained in Service Agreement shall govern this Policy document.

### **Terms and Conditions**

1. The Customer shall and undertakes to fully comply with all applicable laws and regulations including without limitation, the provisions of the Indian Telegraph Act 1885, the Indian Telegraphs Rules, 1985 made there under and TRAI Act 1997 and any amendments or replacements made thereto from time to time. The Customer will ensure that the Service provided by City Infosol Private Limited. shall not be used by the Customer himself nor the Customer shall allow his customers or any other party to use the same for any purposes other than the purposes permissible under the applicable statutory or regulatory provisions.
2. The Customer shall be responsible for obtaining additional IP addresses, over and above the maximum limit of City Infosol Private Limited. IP addresses that could be assigned by City Infosol Private Limited. The City Infosol Private Limited. IP Addresses are non-portable and have to be returned to City Infosol Private Limited. on the termination of Service.
3. The Customer has agreed to not to use the Services for any of the following activities:
  - a. Voice communication from anywhere to anywhere by means of dialing a telephone number (PSTN/ISDN/PLMN).
  - b. Originating the voice communication service from a telephone in India.
  - c. Terminating the voice communication to telephone within India.
  - d. Establishing connection to any Public Switched Network in India and/or establishing gateway between Internet & PSTN/ ISDN/PLMN in India.
  - e. Use of dial up lines with outward dialing facility from nodes.
  - f. Resell or cause to resell or offer to sell this Service.
  - g. Interconnectivity with other ISPs.
  - h. Distribution of software, programs or messages that may cause damage or annoyance to persons, data, and/or computer systems.
  - i. Forging or misrepresenting a message header of an electronic transmission originating or passing through Network
  - j. Transmitting of unsolicited email to multiple recipients, sending large amounts of email repeatedly that annoys, harasses or threatens another person or entity, or attempts to use Network for SPAM
  - k. Fraudulent activities including, but not limited to, intentional misrepresentations or misleading statements, writings or activities made with the intent that the person receiving it will act upon it; obtaining services with the intent to avoid payment; and hosting of phishing websites
  - l. Unauthorized access includes the illegal or unauthorized access to other computers, accounts, or networks; accessing or attempting to access computer resources belonging to another party; attempting to penetrate security measures of other systems
4. The Customer is permitted to use customer encryption up to 40 bit key length in the RSA algorithms or its equivalent in other algorithms without having to obtain permission. However, if encryption equipments higher than this limit are to be deployed, Customer shall do so with the permission of the Telecom Authority and deposit the decryption key, split into two parts, with the Telecom Authority.
5. City Infosol Private Limited. may block internet sites and/or terminate the Service of the Customer, as directed by the Telecom Authority from time to time.
6. The Customer shall maintain a log of all users connected and the service they are using (mail, telnet, http etc.). Customer must also log every outward login or telnet through their computers. These logs, as well as copies of all the packets originating from the Customer Equipment , must be available in real time to Telecom Authority. Type of logins, where the identity of the logged-in user is not known, should not be permitted
7. Unless expressly stated herein, City Infosol Private Limited. makes no express or implied warranties, guarantees, representations, or undertaking, whatsoever, regarding the Service or Customer Equipment, etc. which are provided by it
8. In no event will City Infosol Private Limited. or its Affiliates, employees, officers, and directors have any liability under these terms and conditions, regardless of the basis on which each party is entitled to claim damages (including breach, negligence, misrepresentation, or other contract or tort claim), for any special, incidental, punitive, or indirect damages, or for any economic consequential damages (including lost profits or savings), even if foreseeable or even if the Customer has been advised of the possibility of such damages
9. The Customer shall ensure that objectionable, obscene, unauthorized or any other content, messages or communications infringing copyright, Intellectual property right and international & domestic cyber laws, in any form or inconsistent with the laws of India, are not carried in his network, by him or any other person using his network. The Customer must take all necessary measures to prevent it. The use of the Service for anti-national activities and/or unlawful activities would be construed as an offence punishable under the Indian Penal Code or other applicable law. Acts such as break-ins or attempted break-ins of Indian networks shall be regarded as an anti-national act and shall be dealt with in accordance with the Indian Penal Code. The Customer must ensure that the Service provided by City Infosol Private Limited. is not used for such purposes by him or any other person using his network
10. Any behavior by a Customer that causes blacklisting must be remedied by the Customer within 48 hours of written, electronic or telephonic notice from City Infosol Private Limited. Known spammers, previously unidentified, will be removed from the network once identified.
11. The Customer shall provide necessary support to City Infosol Private Limited., TRAI, DOT or any other Government Agencies to counteract espionage, subversive act, sabotage or any other unlawful activity
12. City Infosol Private Limited. reserves the right to disconnect the Service in case there is sufficient evidence of the Customer's intentionally or unintentionally using the Service in the manner which would adversely impact/affect network or infrastructure of City Infosol Private Limited..
13. City Infosol Private Limited. may change, amend or revise the above terms and conditions at any time as and when necessary in order to comply with any statutory, legal or regulatory requirements and the Customer agrees to abide by such modified terms and conditions. Such changes, amendments or revisions shall be deemed effective upon posting an updated and duly dated regulatory compliance to the Customer via email, fax, post or through any other medium opted by City Infosol Private Limited.
14. The Customer represents that he has read and understood the terms and conditions herein and has been fully informed about the Service to be provided by City Infosol Private Limited., its specification, requirement, limitations, etc. and has understood the same and has thereafter agreed to sign this subscription request. That in the event of breach of any of the terms and conditions of this undertaking, City Infosol Private Limited. shall have the right to terminate the Service without any liability whatsoever
15. Any dispute, controversy or claim arising out of or relating to this arrangement, or the breach, termination, existence or invalidity thereof, shall be referred to a sole arbitrator mutually appointed by City Infosol Private Limited. and Customer. The arbitration shall be conducted in accordance with the Indian Arbitration and Conciliation Act, 1996, as amended from time to time. The award of the arbitrator will be final and binding upon City Infosol Private Limited. and Customer. The arbitration proceedings shall be conducted in English. The venue of the arbitration shall be Chennai.
16. City Infosol Private Limited. assumes no responsibility, and assumes no liability for, the security and integrity of data or information a user transmits via the Service or over the internet, including data information transmitted via any server designated as "secure." City Infosol Private Limited. does not monitor, exercise control over, or accept responsibility for the content of information passing through Network. City Infosol Private Limited. will cooperate with legal authorities in the investigation of suspected criminal or civil violations.

Customer shall be responsible for the activities by accepting Service from City Infosol Private Limited

**Signature of the Authorized person with Company Seal**

Authorized Person Name ..... Date ..... Place .....



# ग्राहक सेवा/स्वीकृति पत्र

## सम्माननीय उपभोक्ता,

City Broadband और Cityfiber Broadband में आपका स्वागत है हमें खुशी है कि आप शहर की एक बेहतरीन, Internet सेवा का हिस्सा बनने जा रहे हैं हमें अत्यंत खुशी एवं गर्व है कि आप हमारी कंपनी से एक सम्माननीय उपभोक्ता के रूप में जुड़ रहे हैं। City Broadband और Cityfiber Broadband की सर्विस लेने से पहले हम आपका ध्यान निम्नलिखित बिन्दुओं पर आकर्षित करना चाहेंगे, और आपसे अनुरोध करते हैं कि नीचे लिखे तथ्यों को ध्यान पूर्वक पढ़कर, समझकर अपनी सहमति प्रदान करें !

- City Broadband और Cityfiber Broadband की सर्विस कंपनी के कुछ उपकरणों द्वारा चलायी जाती है जिन्हें हम CPE (Customer Premises Equipment Like Modem, Outdoor Wireless Device, Wired Router, Iron Poll, Tower, Ect.) कहते हैं जिन्हे उपभोक्ता के स्थान पर लगाया/फिट किया जाता है। जिनसे उपभोक्ता को हमारी सर्विस मिलती रहें। ये उपकरण सदैव कंपनी की (City Infosol Pvt. Ltd.) की स्थायी सम्पत्ति रहते हैं। इन उपकरणों को किसी भी स्थिति में ना तो उपभोक्ता को बेचा जाता है और ना ही इनका कोई शुल्क लिया जाता है।
- उपभोक्ता जब तक कंपनी की सर्विस का उपयोग कर रहा है तब तक इन उपकरणों की रखरखाव की सम्पूर्ण जिम्मेदारी कंपनी के ऊपर होती है। लेकिन उपभोक्ता को इन उपकरणों के जलने, किसी भी तरल पदार्थ से खराब होने पर, टूटने या चोरी होने की स्थिति में ही उपभोक्ता को भुगतान करना होता है (कंपनी की Price List के अनुसार )
- कंपनी के द्वारा POE, Adopter & Cable का रखरखाव एवं वारंटी 6 महीने की होती है इसके उपरांत खराब होने पर इनका भुगतान स्वयं उपभोक्ता को करना होता है (कंपनी की Price List के अनुसार )
- कंपनी अपनी सेवा को शुरू करने के लिए एक मुश्त Installation एवं Activation शुल्क उपभोक्ता से लेती है जो कि वापिस योग्य नहीं होता है और इस शुल्क का उपभोक्ता को बिल प्रदान किया जाता है और इस शुल्क का CPE उपकरणों से कोई लेना -देना नहीं होता है।
- कनेक्शन डिसकनेक्ट होने पर या डिसकनेक्ट करवाने पर कंपनी अपने सारे इक्विपमेंट (CPE) वापिस ले लेती है। जिस पर किसी भी तरह का विवाद उपभोक्ता की तरफ से नहीं होना चाहिये।
- कंपनी उपभोक्ता को किसी भी तरीके का WI-FI/Wireless Router Provide नहीं कराती। लेकिन उपभोक्ता स्वयं का WI-FI/ Wireless Router Connection के साथ लगा सकता है। कंपनी अपने Engineer द्वारा Router को Installation & Configuration कराने में उपभोक्ता की मदद करती है
- कंपनी स्पीड टेस्ट Performance Wi-Fi Router के ऊपर चैक ना करने की सलाह देती है। (तकनीकी कारण)
- कंपनी सेवा चालू करने के लिये उपभोक्ता से सुरक्षानिधि एवं उपभोक्ता के द्वारा सेलेक्ट किये गये प्लान सुरक्षानिधि लेती है जो कि कनेक्शन डिसकनेक्ट होने पर या डिसकनेक्ट करवाने पर निम्नलिखित बिन्दुओं के आधार पर वापिस की जाती है –
  - a) उपभोक्ता द्वारा सभी बकाया धनराशि का भुगतान कंपनी को कर दिया गया हो।
  - b) उपभोक्ता द्वारा कंपनी के सभी उपकरण जो कि उपभोक्ता के स्थान पर लगाये गये थे जो कि कंपनी को चलित स्थिति में वापिस कर दिये गये हैं।
  - c) उपभोक्ता की सुरक्षानिधि का भुगतान कंपनी के द्वारा 15 से 20 दिन के अंदर केवल चैक के माध्यम से अथवा अकाउंट में ट्रांसफर के माध्यम से किया जायेगा।
- यदि उपभोक्ता के द्वारा कनेक्शन डिसकनेक्ट होने या करवाने पर कंपनी के उपकरण वापिस नहीं दिये जाते हैं तो कंपनी इस स्थिति में उपभोक्ता की सुरक्षानिधि वापिस नहीं करेगी। एवं भविष्य में कनेक्शन देने में भी परेशानी आयेगी।
- कंपनी के द्वारा प्रदाय किये जाने वाला ब्रॉडबैंड कनेक्शन सर्वश्रेष्ठ हाई स्पीड के साथ आता है इसलिये इस गति (स्पीड) को परीक्षण करने हेतु ग्राहक को हमेशा वायर्ड नेटवर्किंग (LAN) तकनीक का इस्तमाल करना चाहिए साथ में ग्राहक के उपकरण जैसे की कंप्यूटर /लैपटॉप /स्मार्टफोन /स्मार्ट टीवी उच्च एवं नवीन तकनीक के होना चाहिए जिसमें विशेषकर प्रोसेसर /मेमोरी / वाई-फाई इंटरफेस /वायर्ड नेटवर्क इंटरफेस नवीन तकनीक के होना चाहिए
- कंपनी अपने फाइबर ब्रॉडबैंड कनेक्शन के साथ जो वाई-फाई मॉडेम प्रदाय करती है (वापसी योग्य) उसकी वाई-फाई रेंज केवल 5 से 10 मीटर तक ही रहती है जिससे ग्राहक को वाई-फाई के सिग्नल इससे अधिक दूरी तक प्राप्त होने में समस्या आ सकती है (तकनीकी कारण) इस समस्या से बचाओ हेतु ग्राहक स्वयं का वाई-फाई राउटर उपयोग कर सकता है कंपनी के इंजीनियर इसे कनेक्शन से कॉन्फिगर करने में मदद करते हैं (केवल एक बार), ग्राहक के स्वयं के वाई-फाई राउटर में किसी भी की समस्या आने पर कंपनी के इंजीनियर उसे दूर करने के लिए प्रयासरत रहेंगे लेकिन यह समस्या कंपनी की इंटरनेट सर्विस कंन्लेंट नहीं होगी,
- ग्राहक के द्वारा एक से ज्यादा वाई-फाई राउटर कॉन्फिगर/कनेक्ट /इनस्टॉल करने पर अतिरिक्त चार्ज लिया जायेगा। (कंपनी के प्राइस लिस्ट के अनुसार)
- कंपनी वाई-फाई राउटर के साथ कनेक्शन की स्पीड टेस्ट ना करने की सलाह देती है, क्योंकि फाइबरबन (एफटीएक्स) ब्रॉडबैंड कनेक्शन एक उच्च गति का कनेक्शन है जो की कई तकनीकी मुद्दों के कारण वाई-फाई डिवाइस के साथ एब पर चैक नहीं किया जा सकता है इसलिए कृपया हमें मजबूर न करें।
- कंपनी अपने कनेक्शन के साथ ग्राहक को किसी भी प्रकार का कोई वाई-फाई राउटर प्रदान नहीं करती है, यदि ग्राहक स्वयं का वाई-फाई राउटर उपयोग कर सकता है कंपनी के इंजीनियर इसे कनेक्शन से कॉन्फिगर करने में मदद करते हैं।

अतः हम आशा करते हैं कि आप सभी उपरोक्त लिखे गये तथ्यों को पढ़कर अपनी सहमति दे रहे हैं जिससे भविष्य में कंपनी से आपका कोई विवाद ना हो। धन्यवाद

## पंजीकरण के समय किए गए भुगतान का विवरण

प्रभार (CHARGES)	राशि (AMOUNT)	आर टी नम्बर (RT NO.)
Activation (Non Refundable)		
CPE Security (Refundable)		
Plan Security (Refundable)		

## उपभोक्ता द्वारा दी गई स्वीकृति

मैं \_\_\_\_\_ उपरोक्त सभी तथ्यों को अच्छी तरह से समझ गया / गयी हूँ, और कनेक्शन डिसकनेक्ट होने पर अथवा करवाने पर कंपनी को सारे उपकरण बिना किसी विरोध / विवाद के वापिस कर दूंगा / दूंगी।

ग्राहक का नाम \_\_\_\_\_

ग्राहक के हस्ताक्षर \_\_\_\_\_