

Charges Details (W.E.F. 01/07/2017)

#	Charges	Home Segment	Business Segment	Applicable Remark
1	Installation Charges (Non Refundable)	Rs. 500.00	Rs. 1000.00	<ul style="list-style-type: none"> Activation and Installation charges are not refundable and it is not related to CPE cost.
2	CPE/Equipment Security Deposit (Refundable)	Rs. 2500.00	Rs. 5000.00	<p>If Subscriber deposit any security amount to the company at time of new connection against CPE (Customer Premises Equipment) then same will be refund under following guideline.</p> <ul style="list-style-type: none"> All dues bill should be clear from subscriber side. All the CPE and other equipment should surrender to company by taking proper receipt. (In Good and Running condition) Refund process will take 2-3 weeks. Refund will made via online transfer/Chq./DD.
3	Connection Holding Charges	Rs. 100.00 (Monthly)	Rs. 100.00 (Monthly)	Applicable Maximum for 3 months beyond subscriber connection goes in to temporary suspension.
4	Connection Reactivation Charges	Rs. 500.00	Rs. 500.0	<ul style="list-style-type: none"> When connection goes in temporary suspension. It will also applicable when subscriber connection suspended in non payment for 3 months.
5	Connection Shifting Charges	Rs. 500.00	Rs. 500.00	<ul style="list-style-type: none"> When subscriber need to shift connection from current location to new location within other city. Connection shifting process is Subject to feasibility and network availability.
6	Static IP Charges	Rs. 200.00 (Monthly)	Rs. 200.00 (Monthly)	<ul style="list-style-type: none"> When subscriber required making online their networking devices (DVR/Server etc.) IP Request form is mandatory via mail or hardcopy.
7	Static IP Charges	FOC	FOC	<ul style="list-style-type: none"> IP Request form is mandatory via mail or hardcopy.

CITY INFOSOL PRIVATE LIMITED

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