

## Home Package Terms & Condition

1. All prepaid connections will expire automatically after use of allotted hours/days/traffic. No notice/reminder shall be served before expiry of hours/days/traffic.
2. All prepaid connections will valid for 30days, not one month & renewal shall be made on the day of expiry. If not renewed within 10 days after the expiry date the account will automatically be deleted permanently. No notice/reminder shall be served in the event of deletion.
3. The customer who is willing to disconnect temporarily (maximum two month in a year), has to pay Rs. 200/-as temporary disconnection charges with a letter within 10 days after the date of expiry.
4. The company shall not be held responsible if the services are interrupted due to Abnormal Power Cut & Natural Calamities which are beyond control of the company. Customers are also advised to remove our cable from the LAN card of their PC/LAPTOP or ADSL Router when lightning /electric voltage fluctuation occurs, any damage to the effect the company shall not be responsible.
5. Service equipments, Cable etc. provided at the time of connection are the properties of the company & will be taken back if the connection is terminated permanently.
6. Shifting of connection can only be done in our network area. Shifting charge Rs. 300/- shall be paid by the subscriber in advance.
7. The Service available under Home Packages cannot be used for Offices/Shop/Cafes.
8. No internet connection sharing will be allowed through LAN in respect of home packages. If it is found, an amount of Rs. 3000/- shall be charged against the subscriber.
9. Some plans may not be available in certain areas. Tariffs are subject to change without notice.
10. In case of any break down of the services, please inform us immediately at our office number..
11. To protect your PC/LAPTOP from virus/spyware infection, we recommend to install Licensed OS, Antivirus, Firewall and Anti Spyware on your PC/LAPTOP.
12. No illegal operation will be entertained by the company. If it is found the same shall be referred to the respective authorities immediately for legal action.
13. All terms and condition are subject to Siliguri jurisdiction.
14. Any complaint and service will be entertained from 10 a.m. to 7 p.m. in working days and every Sunday 10.30 a.m. to 1.30 p.m.
15. Office will remain open from 10 a.m. to 7 p.m. in working days and every Sunday 10.30 a.m. to 1.30 p.m.

## Office Package Terms & Condition

1. The monthly subscription and any additional billing if occurs must be paid on due date. If not, the connection shall deserve de-activation without prior notice. The subscriber is requested to get cleared of additional billing system before taking connection.
2. Service tax is mandatory on monthly subscription and additional usage.
3. The customer who is willing to disconnect temporarily (maximum two month in a year), has to pay Rs. 200/-as temporary disconnection charges with a letter within 10 days from the last due date of billing.
4. The company shall not be held responsible if the services are interrupted due to Abnormal Power Cut & Natural Calamities which are beyond control of the company. Customers are also advised to remove our cable from the LAN card of their PC/LAPTOP or ADSL Router when lightning /electric voltage fluctuation occurs, any damage to the effect the company shall not be responsible.
5. A copper cable will connect to your PC/LAPTOP on a LAN card which will be provided by the subscriber.
6. To protect your PC/LAPTOP from virus/spyware infection, we recommend to install Licensed OS, Antivirus, Firewall and Anti Spyware on your PC/LAPTOP.
7. Service equipments, Cable etc. provided at the time of connection are the properties of the company & will be taken back if the connection is terminated permanently.
8. Shifting of connection can only be done in our network area. Shifting charge Rs. 300/- shall be paid by the subscriber in advance.
9. Tariffs are subject to change without notice. Some plans may not be available in certain areas.
10. If the allotted traffic might be finished within the validity period then the customer has to entertain the additional billing service and simultaneously intimate through e-mail.
11. Office will remain open from 10 a.m. to 7 p.m. in working days and every Sunday 10.30 a.m. to 1.30 p.m.
12. Any complaint and service will be entertained from 10 a.m. to 7 p.m. in working days and every Sunday 10.30 a.m. to 1.30 p.m.
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## Cafe Package Terms & Condition

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10. In case of any break down of the services, please inform us immediately at our office number..
11. To protect your PC/LAPTOP from virus/spyware infection, we recommend to install Licensed OS, Antivirus, Firewall and Anti Spyware on your PC/LAPTOP.
12. No illegal operation will be entertained by the company. If it is found the same shall be referred to the respective authorities immediately for legal action.
13. All terms and condition are subject to Siliguri jurisdiction.
14. Office will remain open from 10 a.m. to 7 p.m. in working days and every Sunday 10.30 a.m. to 1.30 p.m.
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