

Siliguri Internet & Cable TV Pvt. Ltd.

46, Sarat Bose Road, Hakimpara, Siliguri-734001
Ph. No. 0353-2532543/2525715/2435994,
Email- info@sinetonline.com, sinet_isp@yahoo.com

Office Package

Package Name	SINET Office 1	SINET Office 2	SINET Office 4 A	SINET Office 4	SINET Office 5
Package Type	Post Paid	Post Paid	Post Paid	Post Paid	Post Paid
Internet Bandwidth	Up to 3 Mbps	Up to 4 Mbps	Up to 4 Mbps	Up to 13 Mbps	Up to 23 Mbps
Internet Bandwidth from 9 pm to 9 am	N.A.	N.A.	Up to 6 Mbps	N.A.	N.A.
Streaming Speed	Up to 6 Mbps	Up to 7 Mbps	Up to 5 Mbps	Up to 12 Mbps	Up to 12 Mbps
Streaming Speed from 9 pm to 9 am	N.A.	N.A.	Up to 6 Mbps	N.A.	N.A.
Validity Period	1 Month	1 Month	1 Month	1 Month	1 Month
Usage Time	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Traffic Allowed	14 GB	25 GB	Unlimited	Unlimited	Unlimited
Registration & Activation Charges	1000/-	1000/-	1000/-	1000/-	1000/-
Monthly Subscription	700/-	1200/-	1000/-	3000/-	5000/-
Additional Billing	Re. 0.20/- per MB above 14 GB	Re. 0.20/- per MB above 25 GB	N.A.	N.A.	N.A.

Note:*** GST is extra as applicable for monthly subscription, additional usage bill and Registration & Activation.

Terms & Conditions

1. The monthly subscription and any additional billing (if may occur) 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. One (1) month subscription shall be collected from the customer which shall be always treated as an advance amount. The advance amount shall be adjusted at the time of termination.
2. Registration and activation charges are non refundable & non adjustable.
3. Service tax is mandatory for monthly subscription, additional usage and Registration & Activation.
4. If the Connection is provided through OFC/MC, customer should be deposited Security money to company: Rs.2000/- (Refundable at the time of permanent disconnection).
5. Customer shall be liable to release Company's Service Equipments as soon as to employee turns up at customer's place on termination of internet connection.
6. Customer's e-mail ID will be required for future correspondence.
7. 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.
8. Shifting of connection can only be done in our network area. Normal Shifting charge Rs. 300/- and OFC shifting charge Rs. 1000/- shall be paid by the subscriber in advance.
9. If customer shall change their package then customer shall be liable to inform through written application.
10. If customer shall change their address then customer shall be liable to inform through written application with valid address proof.
11. 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.
12. 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.
13. A copper cable will connect to your PC/LAPTOP on a LAN card which will be provided by the subscriber.
14. Company will not be entertained LAN or Router related works at customer's end. Router or LAN is a sole property of customer. Customer should be responsible for LAN, Router related works. Company will not be responsible for the LAN or Router.
15. 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.
16. To protect your PC/LAPTOP from virus/spyware infection, we recommend installing Licensed OS, Antivirus, Firewall and Anti Spyware on your PC/LAPTOP.
17. Tariffs are subject to change without prior notice. Some plans may not be available in certain areas.

18. If the allotted traffic shall finish within the validity period then customer shall use the additional billing service and be intimated SINET office through e-mail.
19. Office will remain open from 10 a.m. to 7 p.m. in working days and every Sunday 10 a.m. to 6 p.m.
20. Any complaint and service will be entertained from 10 a.m. to 7 p.m. in working days and every Sunday 10 a.m. to 6 p.m.
21. All terms and condition are subject to Siliguri jurisdiction.

1. SINET provides Internet Lease Line (ILL) Connectivity.
2. SINET provides point to point Optical Fiber Link for CCTV, Remote office connectivity.

For above connectivity, please call 0353-2532543, 2525715 and 2435994.

Following documents are required for Commercial Connection:

- a) Company PAN Card.
- b) Memorandum and Articles of Association signed by authorized person.
- c) Trade License.
- d) Address Proof (E. Bill or Telephone Bill).
- e) Authorised person's one (1) recent colour passport size photograph.
- f) Authorised person's one (1) ID proof and address proof.

Following documents are required for Domestic Connection:

1. One (1) recent colour Passport Size photograph.
2. One (1) ID Proof (Voter ID/Driving License/Passport/Aadhar Card).
3. One (1) Address Proof (E. Bill or Telephone Bill, not more than 3 months old).