

TELECOM CONSUMER CHARTER
Broadband Internet Services



Yashash Cable Network Pvt Ltd

Registered Office

#1,Satwik Splendor 1st Floor,

Kalidasa road,Jayalakshmipuram,Mysore-570001.

Ph:0821-4286999

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About Us:

We were the first to commission Internet over Cable (DOCSIS system) across Mysore city. We have more than a decade of rich experience in broadband services such as Dedicated & Shared internet services, Managed broadband, Fiber solutions, MSO solutions, residential Internet & Wi-Fi. We are today proudly serving most of Educational Institutions, Govt Establishments, SME and corporate customers across Mysore district through state of the art technology & infrastructure with multiple last mile options. We in Mysore District, today own OFC UG & OFC OH connecting all the 7 taluks and intercity of Mysore expanding rapidly in Karnataka.

In keeping up to this commitment, we feel it is important for you to know your Internet service provider and our regulator, The Telecom Regulatory Authority of India i.e. guidelines pertaining to it. This booklet will provide you with all the necessary information to help you make the best of your Yashtel Broadband Internet connection by getting you acquainted with our help lines, addresses, service spread & service commitment and other Terms & Conditions.

Our Office Address:

Yashtel is currently offering Broadband Internet Services in 15 cities through its following office:

Address for Service Areas	
Mysore	#1, Satwik Splendor 1st Floor, Kalidasa road, Jayalakshmi puram, Mysore-570001. Ph:0821-4286999

General Information and Customer Care:

You can contact us by below modes for any query, information, suggestion, feedbacks and complaints and we assure to take care of our esteemed customers.



Call Center – 0821-4286999

Contact center equipped with Professional Customer Care Executives are to provide you all the required information, understand your requirements and concerns so as to guide you effectively.



Email – customercare@yashtel.in

You may also email your queries, suggestions and grievance on our email id of your nearest respective locations so as to help us serve you better.



Whats app – 9513135656

Whats app us your queries, suggestions on our mentioned contact number so as to help us serve you better.



Web link- Yashtel.in

You may also find information on our weblink mentioned above, so as to help us serve you better.

Pl. Note – Contact center shall be accessible for consumers in accordance with the time frame as specified under Telecom Consumers Complaint Redressal Regulation 2012 issued by TRAI.

Complaint Redressal Mechanism:

If you have any grievances, you may please contact us on our helpline numbers or email us or send written complaint through post or courier or fax us and we shall ensure that our team shall be pleased to attend your grievances.

We shall ensure the following:

- A unique Ticket Number / Complaint Reference Number is provided to the customer for all the complaints.
- Retain details about complaints for each docket number for a minimum period of three months.
- Complaint center shall communicate through call, email or SMS the consumer, the docket number, date & time of registration of complaint and likely resolution time of the complaint to the consumer upon receipt of such complaint.
- Redressal of the complaints and service requests shall be taken in accordance with the time frame as specified under the Quality of Service regulations issued by TRAI, and for those cases wherein such time frame is not specifically defined shall be addressed within time period not exceeding three days.
- On completion of action on a complaint, details of action taken on the complaint shall be communicated to the customer and the same shall be updated in our system.
- Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified above, such consumer may appeal with the appellate authority for Redressal of the complaint.

Rights of Consumers:

Some of the rights of Consumers are quoted below for quick reference.

- Right to avail services in accordance with the Quality of Service (QoS) parameters prescribed by TRAI from time to time.
- No value added service shall be provided to a customer without explicit consent.
- Receive unique ticket number for every complaints registered by consumer.
- The details of Nodal Officer /Appellate Authority are to be provided to the consumer by the Contact Centre executive upon consumer request.
- Request termination of service by sending a written request through email, fax or by contact the customer care number of the company. (Subject to return / recovery of the Customer Premise Equipment (CPE) and post reconciliation of invoice after adjusting the outstanding dues and security deposit)
- To get refund of security deposit, if any, within prescribed time of request of termination of service subject to adjustment of pending dues, if any.
- Right of consumers for termination or disconnection of service: however obliged to make payment of all the bills in respect of services availed by him.
- Right to lodge a complaint with the complaint center established by the Company and approach an appellate authority in case of non redressal of complaint by complaint center.
- Get the complaints escalated to Contact Center within the prescribed time limit as defined in Quality of Service Regulations of TRAI.

(For further details, please visit TRAI's website on 'www.trai.gov.in')

TERMS AND CONDITIONS

1. Interpretation:

1.1. In this context unless the context otherwise requires:

- 'Company' means Yashtel Cable Network Ltd. having its registered office at 1,Satwik Splendor 1st Floor, Kalidasa road,Jayalakshmpuram,Mysore-570012, its successors and assigns, and all other entitles involved in the provision of the Services.
- ' **Price List** ' and ' **Service Packages** ' means the schedule of charges for the Service, which the Company may publish from time to time;
- ' **Contract** ' means the Agreement between the Company and Customer incorporating these conditions, the registration form displayed and completed and the Price List;
- ' **Customer** ' means any person as defined under General Clauses Act 1899 who has subscribed to the Service by signing this Contract, limited by downloads and amount, It includes a person who is acting on or for behalf of the Customer.
- ' **Information** ' means the visual, textual or other information published or otherwise made available (directly or indirectly) on the internet.
 - ' **Internet** ' means the global data network commencing interconnected networks using TCP/IP (Transmission Control Protocol Internet Protocol);
- ' **Service** ' means the service provided by the Company whereby Customer can gain access to the Internet and, where applicable, any Service and facilities which the Company provides and Customer uses in connection with the Service and which are invoiced to the Customer.
- 'Company's Price List contains explanations, notes and conditions, which form part of this contract.

1.2.The Terms & Conditions, the Price List and the registration form shall form part and parcel of this Contract between Customer and the Company for the provision of the Service.

2. Provision of Service

- 2.1. Company reserves the right to grant or not to grant the service to a prospective Customer subject to all material particulars being found correct upon verification by the Company.
- 2.2. This contract shall be subject to the License Agreement between Department of Telecommunications and Ministry of Communications, Government of India and the Company for the operation of Internet services to the extent as may be applicable hereto.
- 2.3. The Customer acknowledges that no unused access limits will be carried forward after the expiry of download Limit or after the expiry of amount paid by Customer, whichever is earlier.
- 2.4. The Customer acknowledges that all necessary information required by a customer for making an informed choice about the type and nature of services required by him, including availability and network coverage, is clearly conveyed to him in English or Hindi or other regional language before he subscribes to a particular service/Plan/Pack.
- 2.5. The Service is supplied for decent and lawful purpose only and without any express or implied warranties save for those warranties implied or imposed by the under Indian Law.
- 2.6. Customer has to give the Company in writing any information required as per statutory requirement for use of the Services as notified to the Customer from time to time.
- 2.7. The Service is provided on an "AS IS and AVAILABLE" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, no infringement or implied warranties of merchantability of fitness for a particular purpose. No advice or information given by the other material accessible on the Services is free of viruses, worms, Trojans horses or there harmful components.
- 2.8. The service remains Company's exclusive property, Customer being licensed only during subsistence of this contract to use it and to have access to the Service. Upon expiry of or earlier termination of the contract, the right of the Customer to use the Services shall cease.
- 2.9. The customer shall be legally liable to abide to the Terms & Conditions mentioned along with the Customer Application Form (CAF).
- 2.10. The period of subscription shall commence upon activation of the services and shall be subject to address verification and all applicable laws, rules, regulations, notifications, orders and directions of the Government of India, regulatory authorities/courts/tribunals and

other Terms and Conditions of the CRF and shall run in concurrence with license agreement.

- 2.11. The Customer shall not use the service for any improper, immoral, unlawful or abusive purpose, or for sending obscene, indecent, threatening, harassing, un-solicited messages or messages affecting/infringing upon national or social interest, nor create any damage or risk to Yashtel Cable Network or its network or Customers or any other person natural or legal whomsoever. Any such infringement or misuse shall under no circumstances be attributed to the company Limited and the Customer shall be solely responsible for all such acts. The Customer hereby agrees to indemnify and hold harmless the company and its officials/agents from all suits, costs, damages or claim of any kind arising out of any act or permission or misuse of the service by the Customer or any other person with or without consent of the Customer.
- 2.12. The customer shall also indemnify the company for any claim out of any infringement or violation of copyright by the Customer or by anyone else using the mobile connection of the Customer.
- 2.13. The company shall not be responsible for any civil or criminal liability incurred by the Customer due to misuse of the service provided by the Company through any act of commission or omission by the Customer.
- 2.14. The Company shall not be liable for any act of commission or omission of any third party/supplier/manufacturer including any agency/ company offering any privilege or benefits to customers without any specific permission or authority of the company
- 2.15. The company reserves the right to temporarily/permanently make any or all network resources unavailable due to technical reasons, for upgrade of network, for repair of network or for reasons of commercial unavailability and the Customer shall have no claim against the company with respect to the same.
- 2.16. Any increase/addition/introduction of taxes and or levy of any taxes, duties or any other statutory charges etc. (present/future) shall be charged to the Customer's account without any notice to him and shall at all times be deemed to be part of tariff.
- 2.17. Privacy of communication is subject to government regulations, the terms of the License Agreement of the company and other statutory and regulatory factors. However, the company 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

security agencies and reserve the right to comply with the directions of such authorities at its discretion and without intimating the Customer.

Provisioning of Hardware for service (Applicable only for Modem/Router)

- 2.17.1. Cable Modem/Router is not part of the standard Service package and will have to be purchased / rented by the Customer.
- 2.17.2. In case the customer purchases the Cable Modem/Router outright, the same will become the property of the Customer.
- 2.17.3. If the Customer has purchased the Cable Modem/Router in installments (as per the offer from the company) and wish to terminate the subscription before all the installments have been paid to the Company, Customer will have to pay the balance installment amounts and keep the Cable Modem/Router. In case Customer fails to pay the balance installments within 15 days of termination of subscription, Customer will have to return the Cable Modem/Router to the Company and no money will be refunded to the Cable Modem/Router lieu of the Cable Modem/Router returned. In case of any damage to the Cable Modem/Router, the Customer will have to pay the service/repair charges including the cost of replacement of parts, if any.
- 2.17.4. If the Customer rents the Cable Modem/Router, the Modem/Router will be property of the Company. For the rental option the Customer will pay the Company refundable (non-interest bearing) security deposit and monthly rental as mentioned in the Price List. On termination of this contract, the Customer will have to return the Cable Modem Router to the company and the Company will refund the Security Deposit to the Customer after adjusting dues from the Customer to the Company. In case of any damage to the Cable Modem/Router, the Customer will have to pay the service/ repair charges including the cost of replacement of parts, if any.
- 2.17.5. Customer is advised to use Cable Modem/Router supplied by the Company only.
- 2.17.6. Company's technicians will install the cable wire up to Customer's office / residence premises (if it is not already present) and connect the cable to Customer's Computer to have internet Access.
- 2.17.7. Company technicians will also install Cable Modem/Router and configure Customer's Computer to use the Service.

2.17.8. Recognizing that the Company is merely the supplier of Cable Modem/Router (or any other hardware that be supplied), the Company makes no warranties of any kind, expressed or implied in respect of the same, and also disclaims any warranty of merchantability and / or fitness for a particular purpose. Warranties in respect of all hardware supplied by the Company will be made and issued by the respective manufacturer.

The modems are presently supplied by vendors with default setup of user id & password. It is suggested to change the default password by the customer at the time of installation to avoid any unauthorized access to the modem.

It is suggested to change the login password at regular intervals so as to avoid any unauthorized access.

3.CHARGES

3.1. Customer acknowledges and agrees that they will pay the Company in advance the initial sing up fee and/or monthly fee and other charges as and when they fall dues as may from time to time be notified to Customer by the Company. Customer also agrees to pay all applicable statutory taxes relating to the use of the Service by the Customer.

3.2. Company shall not be liable to refund any amount to the Customer when the Service is temporarily down or interrupted or suspend.

3.3. Company reserves the right to revise the charges, Price List, Services Packages and security deposit for the Service from time to time at its discretion, which will be binding on the Customer.

3.4. Company will make invoice Customer on a periodic basis by email on the registered email address of the customer with us on request basis.

3.5. Payment is due on the due date mentioned on the invoice. All charges must be paid in full without any deduction set-off or withholding. If the Customer does not pay the amount due date, the Company will be charge interest @ 2% per month on the outstanding amount until the outstanding amount has been paid in full by the Customer.

3.6. It will be Customers responsibility to inquire about Customer outstanding and in case of non-receipt of invoice, Company reserves the right to withdraw suspend /terminate the Service partially or fully in case of non-payment of invoice by the due date.

3.7. Company is entitled to retain the security deposit and apply it in full or partial satisfaction of any amount due from Customer to the Company. On terminations of this contract, the

security deposit will be refunded to the Customer subject to adjustment of amount to be paid by the customer to the company, if any and without any interest on the security deposit.

- 3.8. All the Terms & Conditions of the Service Package plans and payments including subsequent Service Packages/manuals/booklets etc., issued/notified by the Company from time to time shall binding on Customer.

4. USE OF THE SERVICE

- 4.1. Customer will not reproduce, distribute, publish, copy, download or otherwise exploit any Third Party Content, which is protected by copyright or any other intellectual property rights, unless the Customer owns the relevant rights thereto or have obtained all the requisite licenses and approvals. The Customer shall alone be liable and responsible for all such unauthorized reproduction or distribution, publication, copying, downloading or exploitation of any Third Party Content by the Customer or for infringement of copyright or any other intellectual property other applicable.
- 4.2. For the purpose of the legal provisions or otherwise, Customer further acknowledges, agrees, and authorizes the Company to access, copy, amend or delete any Third Party Content or content uploaded or otherwise provided by the Customer through the use of Service, where any such Third Party Content or content is, or is alleged to be, defamatory, in breach of copyright, illegal or is otherwise not appropriate in Company's sole opinion to be accessed for otherwise provided by or through the use of the Service.
- 4.3. Customer is required that any objectionable or obscene messages or communications or material are not generated and or sent by the Customer, which are in derogation of the established laws of the country. Customer acknowledges further that the internet contains unedited material, some of which may be obscene, explicit or pornographic material which are in derogation of the Indian Laws, over which the Company has no control whatsoever. The Company accepts no responsibility whatsoever for access of such material by the Customer which shall be at the sole risk of the Customer.
- 4.4. Customer is responsible for and shall provide all equipment necessary to access the service. Company reserves the right to disconnect or deactivate the Service at any time without prior notice including in situations where the equipment or software is interfering with Company's other Services. Customer shall comply with Company's requirements as regards access equipment and/or mode of access to and/or use of the Service.

- 4.5. Company reserves the right to amend any particular program, information or facility, which the Company provides or may provide through the Service. Customer agrees to abide by all applicable laws relating to the use of the Service and any Third Party Content. Customer must abide by generally accepted rules of conduct relating to proper use of Internet resources.
- 4.6. Customer has to pay the Company interest free security deposit as and when specified by the Company. Company also reserves the right to demand from the Customer any advance deposit, any time during the sustenance of this contract for use of Service and it shall be binding on the Customer.
- 4.7. Customers are restricted from providing their own Internet service and or illegal termination origination of international voice calls without any valid ISP license.
- 4.8. As per the guidelines issued by Dept. of Telecommunications, Govt. of India, it is mandatory for all customers to provide the complete network diagram of the setup along with the details of connectivity at the premises of all the Internet leased line customers.
- 4.9. As per the guidelines issued by Dept. of Telecommunications, Govt. of India, company shall carry out periodical inspections at the premises of the customers to check the possible misuse and possible interconnection of the internet leased line to PSTN/ISDN/PLMN.
- 4.10. Spam/Unsolicited mails not allowed, if found services will be terminated with immediate effect. Customer's connection will be temporarily terminated once identified transmitting virus infected mails.

5. SECURITY

- 5.1. Customer confirms and warrants that all the information supplied by the Customer while registering for the Service is true, complete and accurate in all respects.
- 5.2. Company reserves the right to verify the information given by the Customer through its authorized agent or representative or from any other independent source. Company reserves the rights to use this information and data at its discretion. In case of any incorrect information found in the application form given by Customer, at any time, the Company reserves the right to partially or fully withdraw/suspend/terminate the Service forthwith without any notice in that regard.

5.3. Customer agree to notify the Company immediately of any changes to the information given by the Customer while registering for the Service, including any changes to Customers account details by e-mail, fax, courier or registered post.

6. LIABILITY

6.1. Company shall not be a party to any transaction including, without limitation for any transaction relating to good, service and/or Third Party Content, between the Third Party Content provider, etc. and the Customer.

6.2. In no event shall the Company or its employees be liable to anyone for any special incidental or consequential damage arising out of or in connection with the use of (or inability to use) the Service, including, without limitation, damage resulting from or for loss whether direct or indirect of business revenue or profits, anticipated savings or wasted expenditure, corruption or destruction of data or for any indirect or consequential loss whatsoever, non-deliveries, or service interruptions whether attributable to any negligent act or omission of Company or its employees or otherwise. No guarantee of end-to-end bandwidth on Internet is made.

6.3. Company will put in best efforts and strive to maintain the maximum possible uptime of the service. However Company will not be responsible for action beyond its control. Customer acknowledge and accepts that in the very nature of the Service to be provided there can be number of factors affecting the provision of the Service and Company's obligation to provide the Service shall be on best endeavor basis.

6.4. The Customer acknowledges and accepts that the company shall not be liable for any downtime in the Service due to technical problems in any equipment or due to force majeure conditions. However, the company acknowledges that it shall try to rectify any network related issued in best possible minimum period.

6.5. Any termination of this Contract shall not affect any accrued rights or liability of either party nor shall it affect the coming into force or the continuance in force any provision hereof which is expressly or by implication intended to come into or continue in force or after such termination.

7. VARIATION OF TERMS AND CONDITIONS

Company reserves the right to modify and amend this Contract, the service, operating procedures or any of its Service fees, late charges and prices and may discontinue or revise any or all other aspects of the Service at Company's sole discretion.

8. WITHDRAWAL, SUSPENSION AND TERMINATION OF SERVICE AND TERMINATION OF CONTRACT

- 8.1. If the Customer commits breach of any one of the terms and or conditions of the Contract including non-payment or late payment of any invoices or If Customers use of or action in connection with the use of the Service inappropriate, in Company's sole opinion, with the continued use of and/or subscription of the Service, then Company may at any time, at company's sole discretion and without prejudice to any other remedy available to it at law, either suspend Customers access to and use of the Service until such breach is remedied or terminate this Contract and Customers access to and use of the Service immediately. Reinstatement of Service will require full payment of outstanding balance and other charges plus applicable initial sing-up fee. It shall be Company's sole discretion to allow such reinstatement of the in full partially.
- 8.2. Company reserves the right to partially or fully withdraw, suspend or terminate the Service with or without notifying Customers if the payment instrument is returned unpaid to the Company for whatever reason by Customers bankers.
- 8.3. Subject to Clause 11.1 the Company may terminate this Contract and the Service at any time by informing Customer by post, courier, electronic mail/ or facsimile transmission.
- 8.4. Should the Company suspend or terminate the Service pursuant to Clause 11.1 Customer have no right to any data stored and the company shall be under no obligation to make such data or any copies of its available to the Customer in any for whatsoever. Should the Contract terminate for any reason whatsoever Customer data stored on Company's facilities will be explicitly erased without prior notice.
- 8.5. Company reserves the right to appoint any agency and authorize the agency to do verification of information given by the Customer and collection on Company's behalf.

9. FORCE MAJEURE

- 9.1 If at any time, during the continuance of the service, the performance in whole or in part, of any obligation under it shall be prevented or delayed by reason of fire, war, hostility, Acts of the public enemy, civil commotion, sabotage, fire, flood, earthquake, riots, bomb-blasts, epidemic, quarantine, restriction, strikes, lock out, compliance with regulations, orders or instructions of any Central, State or Municipal Government or agencies thereof or any other Acts of God, or any force majeure conditions, law and order situation, strikes etc., Customer will not have any claim for damages against the Company in respect of such-performance of the Service.
- 9.2 The Company shall not be liable to the Customer in any manner whatsoever, for any delay or failure in providing the Service, if the same is related or connected, directly or indirectly, to any reason that is beyond the control of the Company. For this purpose, a matter beyond the control of the Company shall include, but shall not be limited, to the following:
- 9.3 Delay or disruption in the Service attributable directly or indirectly to the form of the upstream gateway service provider.
- 9.4 Delay or disruption in the Service attributable directly or indirectly of any Statutory and or Regulatory Authorities
- 9.5 Delay or disruption in the Service attributable directly or indirectly to a change in law.

10. ASSIGNMENT AND TRANSFER

- 10.1 Company may assign this Contract any time and that will be binding on Customer.
- 10.2 This contract, of the Service shall be non-transferable by Customer in nature and private transfers effected by Customer is not permissible, It shall not absolve Customer of its primary duty towards the Company for the charges levied pertaining to such particular contract / service. However, Customer may seek Company's prior permission in writing for intended transfer. In case of such permission being granted by the Company, Customer shall be under an obligation to fulfill requisite documentation formalities and payment of charges as specified by the Company from time to time.
- 10.3 Customer shall be liable and under an obligation to fully discharge its payable dues till the date of such regularized transfer from the Company.

11. GIVING NOTICE

Any notice or other communication to be given by the Company under this Contract shall be in writing and shall be served by either e-mail, fax, courier or post.

12.LAW/ JURISDICTION

- 12.1 If any term or condition of this Contract becomes or is declared illegal, invalid or forcible for any reason, such term or condition shall be divisible from this Contract and shall be deemed to be deleted from this Contract. If any provision of this Contract is determined to be invalid the other provisions shall remain in full force and effect.
- 12.2 Neither the course of conduct between the parties nor trade practice will modify the provisions of the Contract.
- 12.3 The provisions of all obligations of and all restrictions on Customer will survive the termination of this Contract.
- 12.4 No failure or delay on company's part to exercise any right or remedy under this Contract shall be construed or operate as a waiver thereof nor shall any single or partial exercise or any right or remedy preclude the further exercise of such right of remedy as the case may be.
- 12.5 The laws of India govern the Contract and the Customer hereby submits to the jurisdiction of the Court of Mysore.