

Customer Name **ARASU SHANKHER JEYAPRAKASH** Customer Contact No **7200669966**
 WO ID: **6826453** USER ID: **1111034444** Rate Plan: **Purchase Product (srv): ADBBM2M700**



I wish to continue with Tikona Broadband Services and paid Outstanding amount of Rs.thru Cheque / Credit Card / On-Line Banking / Cash Voucher . Please activate my account on receipt of Payment and Credit my account with Rs. 350 as special gift.

Customer Premises Equipment Details								
Sr.	Code	Model	Make	Type	Code	Model	Make	Type
1	ODCPE				RMDU Switch			
2	IDCPE				RPOE Adaptor			
3	CAT5 Cable							

Customer Name and Signature _____ SDE NAME _____

SE ID _____ SDE Mobile _____

SDE Signature _____ ISP Name _____

Remarks

RE-ACTIVATION / CPE REMOVAL LETTER

Customer Copy

WO ID: **6826453** USER ID: **1111034444** DATE: **30/10/2015**

Customer Name: **ARASU SHANKHER JEYAPRAKASH**
 Address : **A5, ANMOL KIRAN, 5TH CROSS STREET END CLRI NAGAR NEELANKARAI BEHIND NILGRA POLICE STATION**
 City : **CHENNAI** PinCode : **600041**
 Mobile No: **7200669966**

Dear Sir/Madam,

Subject : Re-Activation / CPE removal for your service Account

Thank you for using Tikona Broadband service. We find that your service is in inactive state for quite some time due to Outstanding payments.

In case you would like to continue our services, we would be happy to activate your services upon payment of outstanding amount. You can call us at 1800-20-94276 for any help and a surprise gift.

If you do not wish to continue with our services, Our authorised representative shall remove and carry back company material including external/internal transceiver equipment installed at your premises.

We request you to allow our authorised Personnel, carrying this letter, to dismantle the said equipment and provide necessary access so that this removal can be effected. Necessary acknowledgement for return of material shall be provided by our personnel. Please note that INR 1500 will be payable by you in case CPE is not returned .Upon receipt of CPE and Outstanding Payment if any , your account shall be Terminated .

We bring to your notice that Transceivers installed in your premises is a wireless transmitter imported by the company under a license issued by WPC wing , Department of Telecom , Government of India. Possession of such equipment, under your ostensible charge, is prohibited under THE INDIAN WIRELESS TELEGRAPHY ACT 1933 ACT XVII OF 1933.

With Regards,
 For Tikona Digital Networks Pvt. Ltd.

Material Returned Receipt WO ID _____ Collected on _____

Sr.	Code	Model	Make	Type	Code	Model	Make	Type
1	ODCPE				RMDU Switch			
2	IDCPE				RPOE Adaptor			

This is a system generated Email, please do not reply to this mail. Kindly refer to the customer care details provided in the mail below.

Dear ARASU SHANKHER JEYAPRAKASH,

As per your request for termination of Tikona broadband User ID '1111034444', registered against your name, your service has been terminated on
Date : 3/1/2013 08:37:40 AM

Mentioned below are the Full and Final Settlement details for your Account no. 119376359:

Amount Payable:

Non - Usage Period:

Waiver for Non-Usage Period:

CPE Charges

Balance Amount Payable

In case you have not returned the CPE, please note on account of service discontinuation, you shall compulsorily return all the modems in working condition. In the event of not being able to deliver the modem to the company, for reasons attributable to your action/account, the modems would be assumed to be permanently undeliverable to any person including the company. In such an event, including a case where the modems are delivered by the subscriber in non-working conditions, the company would charge the subscriber 1500 per modem not returned or returned in non-working conditions towards penalty/damages for breach of the terms of service. This is applicable for all plans.

We request you to surrender the CPE at the earliest failure to which you may receive legal calls for payment & device recovery.

In case you have any query please feel free to contact us on toll free number 1-800 209 4276 or you can also write to us on customercare@tikona.in.

Regards,
Customer Care
Tikona Digital Networks