



## CUSTOMER APPLICATION FORM

CAF NO. CAF18102019006

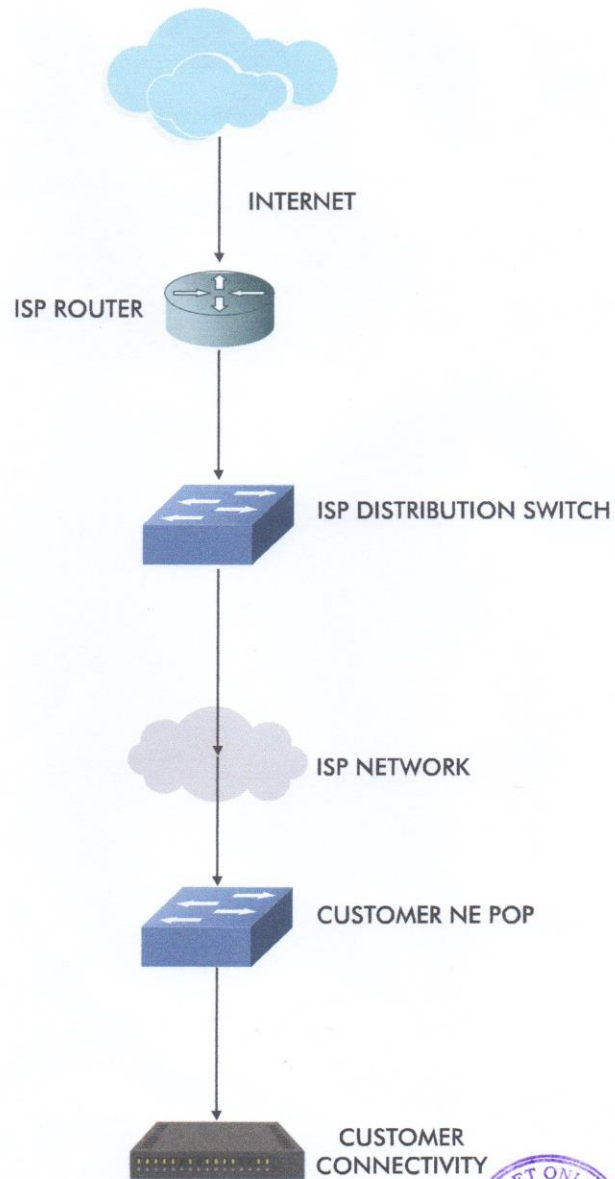
CUSTOMER'S  
PHOTOGRAPH

Corporate Office: F-3, First Floor, Eternity Commercial Premises, Near Teen Haath Naka, Thane(W) 400604.  
Tel: 02262612345 Email: info@intechonline.net Website: www.intechonline.net GSTIN: 27AABCK3805B1Z2

Customer Details	
Customer Name:	Unigro Intranet Online Pvt. Ltd.
Billing Address:	205, 2nd Floor, Khotela Shopping Center.
City:	At Bhiwandi
State:	Maharashtra
Contact Person For Billing/Payment:	Uzair Madoo
Contact Number:	9323818785
Email Address:	unigro.intranetonline@gmail.com
GST Number:	27AACCUI835A1ZR
Installation Address:	Point A - Amit Garden Parsik Nagar Kalwa to Point B
City:	RR Hotel Dombivali East
State:	
Contact Person For Installation:	
Contact Number:	
Email Address:	

Order Details	
Customer PO No:	036
Order Type:	<input type="checkbox"/> New <input type="checkbox"/> Upgradation <input type="checkbox"/> Shifting <input type="checkbox"/> Other
Service Type:	
Committed Bandwidth:	100 MBPS
Contract Tenure:	12 MONTHS
Billing & Payment Details:	ARC: One Time Cost:
Payment Cycle:	
OTC:	100% in Advance with Purchase Order
Note:	The pricing does not include any taxes which will be charged extra at existing prevailing rates. All Payments will be made in favour of "Intech Online Private Limited".
Purpose of Services:	
IP Pool Required:	
IP Justification:	
Remark:	








**Terms & Conditions**

1. Validity: Minimum contract term is \_\_\_\_\_ months from the date of link delivery. The "Lock-in period" for the Services shall start on the activation date and continue for a minimum period of 12 months. Upon expiry of Lock-in Period, the Services shall be renewed automatically for a further period of 12 months or as mutually agreed by both parties unless terminated by Customer or Intech Online Private Limited by giving a 30 days' written notice in advance of its intention not to renew the Services prior to the end of the Lock-in period.
2. Service Delivery: Standard Implementation Time period is \_\_\_\_\_ working days, subject to clear feasibility. No last mile access shall be given to any customer.
3. Billing start date: 24 hours post the handover of link by Intech Online Private Limited to the customer. No separate LOC signoff shall be taken from the customer.
4. Delay in payment terms: Due date will be 15 days from the date of Invoice. Payment should be cleared by the due date. Any delay in the above will attract late payment charges @ 12% p.a. of the outstanding amount.
5. Barring service on account of payment delay: Service of all/delayed payment links will be barred if the payment is not received within 7 days post the due date without any obligation or liability of Intech Online Private Limited.
6. Service Restoration: In case of disconnection on account of non-payment, reconnection of the same will be undertaken within 2 days from the date of clearance of outstanding dues. In case of any technical constraint from Intech Online Private Limited end, the link restoration timelines shall be extended.
7. Pre-Termination Penalty & Link Shifting: No disconnection or downgrade shall be allowed within the contract period. In case the customer still disconnects the link, as per their business convenience, a pre termination penalty @ 20% of the ARC value of the link shall be charged and the complete unexpired contract period and unbilled revenue shall be charged upfront from the customer. Customer is allowed to shift their bandwidth to any other location at the prevailing rate. This will be effected basis a link shift order. In case the shifting is in an off net location Intech Online Private Limited reserves the right to say no for connectivity.
8. Customer will use the services for their internal consumption and shall not re-sell or re-lease the services unless with a valid and appropriate licence for this from concerned government authorities.
9. Upgrade: For any upgrade affected to the circuit, the upgraded circuit's contract will also be for the \_\_\_\_\_ month.
10. Disconnection post completion of minimum contract period: Date of intimation email will be taken as date of disconnection notice and a notice period of 30 days shall be considered. Customer is liable to pay any charges of remaining period, if applicable. Any change in regulation / tariff from the Telecom Regulatory Authority would be applicable with immediate effect.
11. Intech Online Private Limited shall not be responsible for installation, commissioning and maintenance of any equipment or hardware unless supplied by Intech Online Private Limited.
12. Any downward revision in rates agreed between Customer and Intech Online Private Limited, shall be applicable from next billing cycle.
13. Customer shall provide correct GST registration number and corresponding billing address to Intech Online Private Limited. Intech Online Private Limited shall not be responsible for any credit loss on account of incorrect information supplied by the Customer. Customer would be responsible to intimate Intech Online Private Limited about any change in details related to its GST registration. Further, any information related to GST registration of the Customer would be considered only for invoices and/ or other documents to be generated after receipt of communication of such information.
14. Force Majeure: Standard Force Majeure Clause will be applicable.
15. All permission within customer premises / building has to be obtained/ arranged by customer if required.
16. Static IP Pool: \_\_\_\_\_ IPv4 Pool will be provided with circuit
17. The Service shall not be shared, sublet or assigned by the Customer or used for any purpose other than those approved by Supplier in any manner. The Service shall be used only for the purposes specified by the Customer in its application and shall not be used for connection to any telecommunication service including Public Switched Telephone Network (PSTN)/ Public Land Mobile Network (PLMN) or any other services of whatsoever nature unless otherwise permitted by the Governmental Authority with specific approvals/ licenses. In case the Service is found to have terminated on a PSTN/ PLMN at either end other than as mentioned above, Customer understands and agrees that Supplier shall be entitled to terminate the Service and collect financial penalty as levied by the Governmental Authority. Such charges shall become due and payable by the Customer to Supplier within 5 (five) working days of the termination of the Service. Supplier shall also, at its sole discretion, be entitled to disconnect the circuit with immediate effect.
18. As per the notification issued by the Department of Telecommunications vide No.820-1/04-LR dated 7th February, 2007, Services cannot be used for Call Centre/ Other Service

Provider (OSP) operations without registration with the Department of Telecommunications as a Call Centre/ OSP Customer who wants to take the services for Call Centre/ OSP operations need to submit Call Centre/ OSP license or registration copy to the Supplier.

19. Customer shall not employ bulk encryption equipment in the network. Any encryption equipment are to be deployed for specific requirements Customer shall do so with the prior evaluation and approval of Governmental Authority specifically designated for the purpose. Customer is permitted to use encryption upto 40 bit key length in the RSA algorithms or its equivalent in other algorithms without having to obtain permission. However if higher encryption levels/ equipment are to be deployed, Customer shall do so with the permission of the Governmental Authority and deposit the decryption key, split into two parts, with the Governmental Authority.

20. Customer shall not use any International Voice over Internet Protocol ("foreign VoIP") on the Services provided by the Supplier. The Supplier has right to immediately terminate the services in case Customer use of foreign VoIP on the Services provided by Supplier.

21. As per the notification issued by Department of Telecommunications vide No. 820-01/98-LR/Vol.(IX) Pt. I dated 01.10.2013, in case of Customer availing Internet Access Services in India from Supplier, has deployed Network Address Translation (NAT) solution for accessing Internet over the Internet connectivity provided by Supplier, then such Customer shall record & maintain the NAT SYS Log parameters with Supplier. Parameters to be stored in SYS LOG of NAT are:

(1) Start Date (mm-dd-yyyy) & Time (hh:mm:ss) (2) End Date (mm-dd-yyyy) & Time (hh:mm:ss) (3) Source IP Address (4) Source Port (5) Translated IP Address (6) Translated Port (7) Destination IP Address (8) Destination Port.

22. As per notification issued by Department of Telecommunications vide No.18-1/BS II dated 19th April, 2006, customer shall follow all the guidelines issued by government while provisioning of wi-fi internet services under delineated band of frequencies and information of the same shall be provided to supplier or licensee.

23. The applicability of the provisions of the Indian Telegraph Act, 1885, Indian Wireless Telegraphy Act, 1933 and Telecom Regulatory Authority of India Act 1997, and Information Technology Act, 2000, as modified or replaced from time to time.

24. In case of any change in rate of Taxes or basis of levy of Taxes or any other change which results in a higher Tax rate being applicable to an invoice already issued for goods or Services provided by Supplier, such additional Tax shall be borne and payable by the Customer.

25. Customer shall not upload or make any amendment in relation to the Supplier's invoice on the Governmental Authority's goods and services tax network (GSTN) portal (or by any other name known in future) without informing the Supplier in advance. Further, where such changes are made by or on behalf of the Customer on the GSTN portal without prior notification to the Supplier, and where Supplier receives any notification from GSTN portal in regard to such changes, Supplier reserves the right to reject such changes or not act upon such changes on the GSTN portal.

26. Supplier will raise and issue a valid tax invoice, and receipt voucher along with other documents, strictly as per the details mentioned in the CAF that has been signed by the Customer. Customer shall provide accurate details of the Customer Premises in the CAF in accordance with the requirements of applicable goods and services taxation laws falling which Supplier shall proceed to issue the invoice on the basis of the Customer Premises address available to the Supplier.

27. In case of supply of Services, where the place of supply is dependent on the registered address provided by the Customer under the COF, such registered address would be treated as 'location of service recipient' on the records of the Supplier as required under applicable goods and services taxation laws.

28. In case any taxation claim, penalty, credit loss or related claim is made against the Supplier on account of Customer's failure to provide the correct address and or details in the CAF, the Customer shall indemnify the Supplier against any such claim, penalty, credit loss or interest etc., as the case may be. Additionally, if any cost is incurred by the Supplier (including but not limited to tax, interest, or penalty) due to noncompliance with applicable goods and services taxation laws by or on behalf of the Customer, then the Customer shall indemnify the Supplier for any such cost, tax, penalty, interest etc. payable or paid by the Supplier.

29. Where any discount on charges has been provided by the Supplier to the Customer, before the supply of goods or Services, such discount shall be mentioned in the CAF and on the applicable invoice. The net amount of the invoice shall be treated as consideration for the supply of such goods and Services.

30. In case of any price adjustments scenarios which include price revision, bandwidth upgrade, re-rating of traffic, parallel upgrade, etc., the Supplier may make an adjustment in the invoices and make the same available to the Customer.

**Declaration:**

I/We hereby accept Intech Online Pvt Ltd Internet Service subject to terms and conditions as described in this Customer Application Form along with the SLA. All above Terms and Conditions will be binding on me till the services are being used. I/We furnish the necessary details as mentioned above.

**Signature Section**

**Customer:**

Customer Name: UNIGRO INFRA NETWORKS PVT. LTD.  
Signing Authority Name: Uzair Makhdo  
Designation: Director  
Date: 18/10/2019

