



DIGITAL
LIFE

Ms. Farzana K N
First Floor First Floor,near Snrra 09
Mamangakam Sree Narayana Cross Road
Ernakulam Ernakulam Kerala India 682012

Jio Number 4843582553
Account Number 600160882350
Jio Fibre ID 300140091837
Statement Date 09-Apr-2023
Statement Time 07:05:12
Security Deposit ₹ 0.00

Registered Mobile : +918089110473 | Aadhaar Number : XXXX XXXX 7788 | E-mail : farzanakn0102@gmail.com

Account Usage and Recharge Statement from 03-Apr-2023 to 09-Apr-2023

Refer following pages for details of charges

			Amount (₹)
1	Plan Recharges		0.00
2	Usage Charges		
	Premium / ISD Calling	00:00:00	0.00
	Data	0.000 GB	0.00
	VAS	0	<u>0.00</u>
3	Add On Packs		0.00
Total Usage Summary			
	Used	Charged Amount (₹)	
	Voice Local	00:00:00	0.00
	Voice STD	00:00:00	0.00
	Premium / ISD Calling	00:00:00	0.00
	Data	0.000 GB	0.00
	VAS	0	0.00
4	Other Purchases		0.00
5	Credit & Adjustments		0.00

Recharge Option

Jio Self Care

My Jio & Jio.com

Recharge using credit / debit card or net banking on My Jio App or visit www.jio.com and click on Quick recharge. Download the app from Play Store or App Store

Jio Store



Cash / Credit / Debit

Walk into a Jio Store and recharge by cash, Credit card or debit card.

Reach Us

Call **198 / 199** (from JioFiber Voice Number) or from **1800-896-9999** (from other networks) | Write to JioFiberCare@jio.com | Manage your world of Jio with MyJio app | Visit www.jio.com

Registered Office: Reliance Jio Infocomm Limited
Office-101, Saffron, Nr.Centre Point, Panchwati 5 Rasta,
Ambawadi, Ahmedabad-380006, Gujarat, India
CIN: U72900GJ2007PLC105869

State Office: Reliance Jio Infocomm Limited,
Fortune 2000 Bldg. 3rd floor, Bharat Nagar,
Bandra Kurla Complex, Bandra (East), Mumbai
400051, India

PAN: AABC16363G



DIGITAL
LIFE

Ms. Farzana K N

Account Number : 600160882350

Statement Date : 09-Apr-2023

Your Jio Plan Details

As On Date : 09-Apr-2023

Current Plan

1 Postpaid_399_6M - Unlimited Data @ 30 Mbps
unlimited Voice

Valid Till

11-APR-23

Important Information

Tariff & Plans FTTH

1. There will be no increase in any tariff item (except ISD) till six months from the date of your enrolment to the plan. Thereafter, Reliance Jio Infocomm Limited ("RJIL") reserves the right to revise the terms & condition applicable to tariff plans.
2. RJIL reserves the right to vary the penal charge rates periodically, as well as take recourse to any other action available and considered appropriate, subject to Telecom Regulatory Authority of India (TRAI) regulations.
3. As per TRAI regulations, tariff is charged basis the duration of the call rounded up to + / - 1 second, traceable to an appropriate time reference.
4. For billing, usage will be rounded up to the next higher pulse. For example, if you are on 30 sec/pulse billing plan, a 31sec call will be as 2 pulses. Similarly, if your data plan is billed on 10 KB/pulse, usage of 11 KB would be billed as 2 pulses.
5. No migration fee is chargeable for changing tariff plan.
6. No charge will be levied for any service without your explicit consent.
7. In case you are on an unlimited data plan, post consumption of your allocated data limit, you will experience a downgrade in speed as per Fair Usage Policy.

DND (Do Not Disturb) Service

You can opt for DND if you do not wish to receive any promotional calls. To activate Full DND call 1909 (from your Jio Fixed line number) or 1800 896 9999 (from other networks), also you can activate DND through MyJio app or www.jio.com.

Charges

1. Any disagreement on charges levied should be informed within 60 Days failing which all charges will be considered valid.

Complaints & Services Request

Visit www.jio.com, login with your Jio ID and password; click on 'Service Request' option under Profile menu to raise a complaint. To track the status of your existing complaint, use your unique Service Request Number.

You can also call 198 (toll-free) from your Jio number or 1800 896 9999 from other networks to register your service request / complaint.

You can also do a self-correction by visiting www.jio.com or through the MyJio app.

Appellate Authority

In case you are unsatisfied with the response on a complaint, you can contact the regional appellate authority with your complaint docket number.

Email: appellate.ker@jio.com, Telephone number: 18008893999

Fax : 18008891211, Address: Reliance Jio Infocomm Limited, Pukalakkattu Kariyattu Tower, Near Yatri Nivas, Mamangalam, Palarivattom P.O., Kochi - 682 025 , Kerala
(Working hours: Mon-Fri, 10:30 am to 6:00 pm)