

MR NAVEEN KUMAR
H NO-20 3RD A CROSS P R LYT MUNIYAPA MARATHAHALLI
BANGALORE-17 NAVEN-8095335162/
/9036064567
BANGALORE - 560017
KARNATAKA
Contact Number : 8095335162
CAN No : 100120082415

Bill Date : 27-03-2014
Bill No. : 284427614454
Billing Account No. : 100000121257348
Number of Services : 0

Bill Enquiries : 3033 7777 or *377

Previous Dues (Rs.)(A)	Adjustments (Rs.)(B)	Payments (Rs.)(C)	Current Charges (Rs.)(D)	Total Amount Due (Rs.)(A + B - C + D)	Due Date
49.19	0.00	0.00	0.00	49.19	17-Apr-14

Please pay your Total Amount Due on or before Due Date in order to avoid disconnection of services and late payment charges.
Note : Late Payment Fee will be levied @2.5% per month or Rs. 100 whichever is higher

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"This statement has been issued by Reliance Communications Services - a division of Reliance Communications Infrastructure Ltd. for its dues and for services provided to you by Reliance Communications Limited, Reliance Communications Infrastructure Gateway Systems(India) Limited."
Service Tax Reg No: AACCR7832CST001. Add : Reliance communications Ltd, Dhirubhai Ambani Knowledge City (DAKC), Thane-Belapur Road, Kopar Khairane, Navi Mumbai - 400 709.
Service Tax Reg No: AACCS2157HST002. Add : Reliance Communication Infrastructure Ltd, Thane-Belapur Road, Kopar Khairane, Navi Mumbai - 400 709.
Service Tax Regn No: ST/LCR/OID/BEL/430/2003. Add: Gateway Systems (India) Limited, Thane Belapur Road, Kopar Khairane, Navi Mumbai - 400 709.
Category of Service - Telecommunication Service

Payment Slip (Please attach this payment slip with your payment.)

Name	Due Date	Total Amount Due (Rs.)
MR NAVEEN KUMAR	17-Apr-14	49.19
Bill No.	Bill Date	Crossed Cheque/DD should be drawn locally in favour of
284427614454	27-03-2014	Reliance Communications Infrastructure Ltd A/C RIS -100000121257348



Paid By: Cash/Cheque No/DD	Dated- DD/MM/YY	Bank Name/Branch	Amount(Rs.)
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Regd. Office: H-Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai – 400 710

DUPLICATE COPY

Terms and conditions

- 1. Service Provision :** Provision of service is subject to terms and conditions printed on the Customer Application Form (CAF) as amended time to time and commercial code of the Company.
- 2. Payment Instructions :** Please deposit your Cheque/DD in any of the conveniently located drop boxes. The list of drop box locations is enclosed herewith.
Cheques/DD should be drawn in favour of "RCIL A/c RIS –Billing Account Number....."
The customer shall be responsible in case of delay or loss of Cheque sent through Post.
All Cheques must be of current date. The Cheques shall be payable locally. Outstation Cheques shall not be accepted. For any Cheques returned unpaid by the Bank, a charge of Rs.100/- would be levied in the next billing statement.
- 3. Late Payment charges :** Payments for Bill statement should be deposited on or before the due date specified in the Bill. In the event of non-payment of bills, a penalty of 2.5 % per month or Rs. 100/- whichever is higher shall be levied in the next billing statement.
- 4. Bill Delivery and Dispute :** Bill will be sent for the respective billing period at the billing address mentioned in Customer Application Form only.
Any change in billing address should be communicated immediately to the Reliance customer Care Centre by dialing *377 and submit the proof of your new address along with the request form. The address change will be done subject to positive address verification and the same will reflect from the next bill onwards.
The Customer shall not hold Company liable for loss or delay in receipt of bill.
In case customer does not receive the Billing Statement within 7 working days of normal billing date, duplicate copy of the bill may be requested from the CUSTOMER CARE CENTRE.
The bill shall be deemed to have been accepted by customer, if the Company receives no communication within 10 days from date of bill.
- 5. Suspension of Service :** Company has the right to suspend the services/connection in case of non-payment of bill within the due date.
Notice shall be issued to the customer, in case the customer does not pay the bill amount. In case of non-receipt of payment within 7 days of notice, Company reserves right to the wholly or partially disconnect the service as per terms and conditions of Customer Service Agreement.
Reconnection charges of Rs 100/- shall be levied per connection in the next billing statement.
In the event customer does not effect the payment within a reasonable period, the company reserves right to terminate the agreement terms stipulated in the customer service agreement.
The company will not be liable for consequential loss or third party claims resulting from termination of service due to non-payment.
The Company reserves the right to call for additional settlement charges from customer upon termination of service.
- 6. Methodology of charging :** For all voice calls (Local, STD, ISD), as soon as a call matures, minimum charge of 1 pulse becomes applicable. Pulse is rounded up to generate Call Units. These call units when multiplied with the pulse rate form the Call Charges.
- 7. Complaint Redressal Mechanism :**
 - In case of any Clarification regarding this bill, please intimate our customer care on *377(toll free)
 - A unique docket number will be provided for every complaint registered with us.
 - If the complaint is not resolved, you can approach the nodal officer. You can get the name and contact details of the nodal Officer either by visiting our website www.rcom.co.in under section contact us -> Service Assurance cell -> Nodal or by Contacting our customer care Agent on *377 (toll free)
 - If the Complaint is still not resolved you can approach the Appellate Authority for appeal in the required format .The name and Contact information of appellate Authority is mentioned on our website at Contact Us ->Service Assurance ->Appellate
 - Appeal for is Available on our website www.rcom.co.in at contact Us -> Service Assurance Cell -> Appeal Form.Model calculations of estimated financial emplication of tariff plans are available at our website www.rcom.co.in under the following section :
 - *For Wireline-> Reliance Landline -> Postpaid Plans -> Tariff in TRAI format*
- 8.** No Migration fee is chargeable for migrating to any tariff plan.
- 9.** No increase permissible in any item of tariff for a period of six months from date of enrollment of a subscriber under a tariff plan.
- 10.** No charge to be levied for any service without the explicit consent of the subscribers.
- 11.** Refund of security deposit to be made within 60 days of closure of telephone connection, otherwise eligible for interest at the rate of 10%.

For any queries related to Service or Billing Statement, Kindly contact our Customer Care:

Billing Assistance: 30337777 or Toll free number *377

Email: broadband@relianceada.com Our website : www.rcom.co.in

