

**NAME AND ADDRESS OF THE SERVICE PROVIDER: ORTEL COMMUNICATIONS LIMITED**

<b>CORPORATE OFFICE:</b>	<b>REGISTERED OFFICE:</b>
C1, Chandrasekharpur, Behind RMRC, B.D.A. Colony, Bhubaneswar, Orissa, India – 751016, Tel: 0674-3911200, Fax: 0674-2303448	B-7/122 A, Safdarjung Enclave New Delhi-110029, Tel: 011-46868800, Fax: 011-46868801
<b>WEBSITE:</b> www.ortelcom.com	

**SERVICES OFFERED AND AREAS OF OPERATION:** We offer **Broad Band Service** in the following geographic areas:

- ANGUL                      ➤ BALASORE                      ➤ BERHAMPUR                      ➤ BHILLAI                      ➤ BHUBANESWAR
- CUTTACK                      ➤ JHARSUGUDA                      ➤ KHURDA                      ➤ KOLKATA                      ➤ PARADEEP
- PURI                      ➤ RAIPUR                      ➤ ROURKELA                      ➤ SAMBALPUR                      ➤ VIZAG

**TERMS AND CONDITIONS OF SERVICE OFFERED BY THE SERVICE PROVIDER:**

**General Terms & Conditions:** Ortel shall provide “An `always-on’ data connection by granting access to the internet through the Network of the capacity & terms and conditions as mentioned in the Customer Application form (CAF), which is expressed in terms of bits per second from the Point of Presence (POP) of Ortel to the customer premise.”

**Termination of Services:** In cases where the customer wants to terminate the service they shall be required to inform us in writing by filling up the required form, return all service equipment’s at the POPs in proper working condition and will need to clear all their past outstanding dues.

**Service Benchmarks:** Ortel Communications Ltd commits to provide you accurate, easy to understand bills month after month. If you require any clarifications or more information, please feel free to contact us. In case there are any disputes with regards to billing please contact us and a complaint registration number will be given to you and a suitable resolution will be given to you in the stipulated timeframe of four weeks or the next billing cycle whichever is earlier from the time of registration of the complaint.

**Procedure for shifting and transfer of Connection:** Request for shifting of Connection will be taken at the Customer care office/Point of Presence (POPs). The respective Point Of Presence (POPs) will shift/transfer the Connection within 15 days if the documents submitted are as per the requirements and the new address has technical feasibility of providing the connection. All outstanding payments have to be cleared by the customer before shifting. If not feasible the customer would be liable to return all the service equipment’s in proper working condition to Ortel Communications Ltd.

**Note:** You can find the detailed Terms & Conditions in the Customer Application Form (CAF) or in the full version of this charter, which can be downloaded from <http://www.ortelcom.com/services/bband.asp>

**COMPLAINT REDRESSAL MECHANISM, INCLUDING COMPLAINT REDRESSAL PROCEDURE AND THE TIME LIMITS FOR REDRESSAL OF COMPLAINTS:** For a response to all queries, requests & complaints you can contact us by:

**Telephone:** 977-609-1111 (Gen. Information Number) or 1800-120-6060 (Consumer Care Number/Toll Free)(24 X 7)

**Mail:** [headcustomercare@ortelgroup.com](mailto:headcustomercare@ortelgroup.com)

**Visit:** Please refer “Section – B” of the full version of this charter (which can be downloaded from <http://www.ortelcom.com/services/bband.asp>) to find all the POP addresses.

**Post:** C-1, BDA Colony, Behind RMRC, Chandrasekharpur, Bhubaneswar, Odisha - 751016.

On receipt of a complaint, the same was recorded in our system and a unique docket number is provided to the consumer. The complaints of consumer are resolved by our customer care executives. If the complaint requires

further resources, we will forward it internally for required actions. The complaint will be solved in a defined Turnaround Time (TAT). The same will be informed to the customer via suitable media.

However, the Turnaround Time for different parameters is as follows:

Service Parameter	Time Limit
Provisioning New Connections	Within 15 Days of receiving your application with Valid Documents(Provided technical Feasibility in your area permits the connection)
Fault Repair	Attended to within 3 days of request and resolved in a maximum of 30 days
Shifting the Connection to your new address within the same city	Attended to within 3 days of request and resolved in a maximum of 15 Days (Provided technical Feasibility in your area permits the connection)
Closures	Attended to within 24 Business hours
Billing	Attended to within 24 Business hours and resolved in maximum of 4 weeks
Refunding your deposits (Refundable Component) After resolution of outstanding charges	Within 60 days of disconnection

You can track status of the Service Request number via:

**Telephone:** 977-609-1111 or 1800-120-6060 (Toll Free) (24 X 7)

**Mail:** [headcustomercare@ortelgroup.com](mailto:headcustomercare@ortelgroup.com)

**Visit:** Please refer “Section – B” of the full version of this charter (which can be downloaded from <http://www.ortelcom.com/services/bband.asp>) to find all the POP addresses.

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The resolution of the Service Request will be communicated to you via telephone call to your registered contact number or by email. Closure of the Service Request will be communicated via suitable media, if any.

**MAIL, CONTACT ADDRESS, TELEPHONE NUMBER AND FACSIMILE NUMBER OF THE APPELLATE AUTHORITY AND TIME LIMITS FOR DISPOSAL OF APPEALS:**

In the event, you are still not satisfied with the resolution provided from the Contact Centre, you can approach the Nodal Officer to file an appeal on your complaint and even if the result was not satisfactory then you can appeal to Appellate Authority.

The details of the Nodal Officer & Appellate Authority:

NODAL OFFICER	APPELLATE AUTHORITY
Mr. Dibakar Das C-1, BDA Colony, Behind RMRC, Chandrasekharpur, Bhubaneswar, Odisha - 751016. Tel: 0674-7107200 Fax: 0674-2303448 Email: nodal@ortelgroup.com	Mr. Priyadarshi Mohapatra C-1, BDA Colony, Behind RMRC, Chandrasekharpur, Bhubaneswar, Odisha - 751016. Tel: 0674-7107200 Fax: 0674-2303448 Email: appellate@ortelgroup.com
Time Limit for resolution: 15 days of receipt of the appeal	Time Limit for resolution: 30 days of receipt of the appeal

Nodal Officer & Appellate Authority is Available on all working days (Monday to Saturday) 10:00am to 6:00pm

Note: For any further information and to download the full version of this charter you can visit:

<http://www.ortelcom.com/services/bband.asp>