

CUSTOMER APPLICATION FORM

Serial Number



Digital TV & Broadband Services

Please Paste Your Recent Coloured Passport Photo

Customer Cross Sign On Photo

Product *

Internet Lease Line Broadband

Type of Connection required #

Residential Small Office Large Enterprise

PLEASE FILL THE FORM IN CAPITAL LETTERS

Customer / Company Name

Contact Person #

Date of Birth

DD MM YY YY

Contact Number

Installation Address

City

Pin Code

Billing Address

City

Pin Code

Resident Status

Resident - Localite Resident of other City NRI Foreigner

Personal e-mail id _____ GST Number _____

PAN / GIR Number

Form 60 / 61(Required if PAN/GIR not given and payment made in cash)

Proof of Identity

Aadhar Card Passport Driving Licence Voter Card PAN Card Other.....

Proof of Address

Aadhar Card Passport Driving Licence Voter Card Telephone / Electricity Bill Other.....

Tariff Plan Subscribed to _____

Monthly Quarterly Half yearly Yearly

Payment & Charges

Non Refundable Registration / OTC / Installation Fee

Monthly / Quarterly / Yearly Rental

Security Deposit

Total Payable Amount

Payment Details by

Cash Cheaque / DD

Bank Name

Branch

Cheaque / DD Number Date DD MM YY YY

I / We have read the terms and conditions of UCN Fibrenet Pvt. Ltd. and agree to abide

The Executive has briefed me on how to use the 'Online Payment' option for payment or renewing my account.

Place

Date DD MM YY YY

Customer Signature

Company's seal (If Applicable)

Note - All Broadband Plans are Prepaid Plans

Office use only

Documents received from customer

ID Proof Address Proof Form 60

Sales / DSA Executive Name

Place

Signature

BDM Signature

DSA Signature (If any)

Accounts Signature

UCN Care Services : email : care@ucnindia.com Helpline : 0712 - 6633900 Tollfree No : 1800 3131 099

UCN Fibrenet Pvt. Ltd. 402, "Milestone", Wardha Road, Ramdaspath, Nagpur - 440 012.

www.ucnindia.com

p.t.o

UCN Fibrenet Pvt. Ltd. Terms & Conditions

General

1. The Services shall be provided only on submission of valid CAF along with POI and POA (as stipulated under the guidelines published by the Department of Telecom from time to time) and after verification of the information provided in the CAF by the subscriber, UCN will make best efforts to provide the services to the customer within the services area subject to the technical feasibility.
2. Usage includes both upload and download of data.
3. The data rates shown as down streams or upstream are applicable only to the last mile. However UCN does not hold responsibility for lesser/access download or upload data caused by the accessed website status or the international gateway or the media.
4. All IP-Addresses assigned will be dynamic.
5. Shifting of connection will be subject to the technical feasibility would be done on payment of the applicable shifting charges.
6. UCN has the sole right and discretion to revise the Charges at any time on reasonable notice to the customer delivery in such manner as UCN deems fit.
7. UCN reserve the rights to initiate appropriate legal proceedings in case of breach of any of these terms and conditions by the Customer.
8. UCN may, without any notice refuse, curtail, modify, suspend, disconnect or terminate the Services in whole or in part at any time if so directed by the Authorities, without assigning any reason whatsoever.
9. No migration is allowed to the lower/higher tariff plan till the expiry of committed period.
10. The customer shall be responsible for using the service only for Legal and appropriate purpose.
11. Subscriber using Internet service in the name of Company, Shop, Firms, Educational Institute, or any Commercial entity can be given only Business Plan. They are not eligible for Home Plans
12. UCN reserves the right to disconnect the service to any customer in case
 - a. There is sufficient evidence of the customer intentionally or unintentionally using the service in manner which would adversely impact UCN or UCN's Network.
 - b. Non-payment of bills preferred by UCN in accordance with the tariff plans opted by the customer and the extent of usage or any default on the part of customers.
13. In case of service discontinuation the subscriber shall compulsorily return all the Goods in working condition which was provided by UCN. In the event of subscriber not being able to return the modem/devices to the company would charge to the subscriber.
14. ONU is the property of UCN. If customer don't recharge the account for more than 45 days then ONU will be recover from customer place.
15. Security deposit will not be refunded or adjusted if customer disconnects the services within the scheme period.

Disclaimer

- A. UCN will exercise all responsible care in providing its services, but it is not responsible for interruption/services due to power failures, equipment malfunctions, or acts of natural calamity.
- B. UCN is not responsible for the subscriber's computer hardware and software or areas of internet not under its control. UCN does not warranty privacy, security, or efficiency of the internet.
- C. UCN will not be responsible for non-use of Services within its validity period.
No concession will be admissible to the prepaid account.
- D. UCN is not responsible for actions taken by its customers or others as a result of its services.
- E. All plans will be charged in advance.
- F. Non refundable registration / OTC / Security Deposit / Installation fees and Taxes will be levied by the customer.
- G. Refund if applicable will be processed within 30 – 45 days from the date of cancellation.

Place:

Date:

Customer Signature