Dated:-

Dear Valuable Customer, Today’s Greetings

Thank you for selecting us as your Internet partner.

At PC Care Airway Infratel Pvt. Ltd., we are committed to delivering simple and effective Internet solutions to suit your business needs. We value your association with us and look forward to a great relationship and assuring you the best of our services all times.

Here is a detail of your connection delivery related to billing, Activation, Technical and support system of your account for your ready reference. Do quote your circuit ID and billing accounts no (BAN) for all future communication with us. This will help us track your circuit and provide a quicker response.

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| **Customer Information** | |
| **Customer Name:-** |  |
| **Customer Billing Address** |  |
| **Customer Installation Address** |  |
| **Customer GST No** |  |
| **Auth. Contact Person:-** | Name:-  NO:-  Mail ID: |
| **Customer Technical Coordinator** | Name:-  NO:-  Mail ID: |
| **Customer Account & Payment Coordinator** | Name:-  No:-  Mail ID:- |
| **Customer Registered Mail ID** |  |
| **Customer Registered Mobile No** |  |
| **Customer PO No & Date** |  |
| **Customer Order & Billing Details** | |
| **CAF No & ID** |  |
| **Service Activation Order No & Date** | Activation NO & Date |
| **Billing Account ID (BAN)** | From Tally |
| **Service Products Name** |  |
| **Service Description** |  |
| **Task Details:- (New/Up gradation)** |  |
| **Speed & Bandwidth** |  |
| **Date of Installation & Commissioning** |  |
| **Date of Billing Activation:-** |  |
| **Billing Cycle & Frequency:-**  **(Monthly/Quarterly/Yearly)** |  |
| **Minimum Contract Period** |  |
| **Number of connection:-** |  |
| **Annual Charges** | Amount + GST |
| **One Time Installation Charges** | Amount + GST |
| **Credit Limit** | No |
| **Technical Information** | |
| **Customer Circuit ID** | Account ID from Tally |
| **Service Products Name** |  |
| **Service Products Description** |  |
| **Speed & Bandwidth** |  |
| **Customer Terminating Equipments (CPE) details on Returnable Basis** |  |
| **WAN IP Pool** | Pool:-  Customer side :- PC Care Side:- |
| **LAN IP Pool Details** |  |
| **DNS Server Details** |  |
| **Delivery Media Details (RF/OFC)** |  |
| **Support & Complaint logging information** | |
| **Complaint VIA Voice** | +91 751 2458201, 2458202, 2458203 |
| **Complaint VIA SMS Whatapps** | +91 9713354321 |
| **Complaint Online portal** | <http://airwaybroadband.com/complaint.php> |
| **Complaint VIA Mail** | [wecare@pccareonline.in](mailto:wecare@pccareonline.in) and  [helpdesk@pccareonline.in](http://helpdesk@pccareonline.in/) |
| **Account & Billing Help desk Mail** | [account@pccareonline.in](mailto:account@pccareonline.in) |
| **Payment Collection Help Desk Mail** | [collection@pccareonline.in](mailto:collection@pccareonline.in) |
| **Online payment  link** | <http://airwaybroadband.com/bill_payment.php> |
| **Complaint Escalation matrix** | |

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| **Level-1 (0 to 4 Hr.)** | **Level-2 (4 to 8 Hr.)** | **Level-3 (8 to 12 Hr.)** | **Level-4 (>12 Hr.)** |
| **Complaint Center**  **+91 751 2458201, 2458202, 2458203**  [**wecare@pccareonline.in**](mailto:wecare@pccareonline.in) | **Shift Manager**  **+91 751 2458205**  [**helpdesk@pccareonline.in**](mailto:helpdesk@pccareonline.in) | **Operation Head**  **+91 9522275610**  [**netabhay@pccareonline.in**](mailto:netabhay@pccareonline.in) | **GM Operation**  **+91 9826270309**  [**info@pccareonline.in**](mailto:info@pccareonline.in) |

Subscriber Acknowledgement (Terms of Use):

1. The IP Address assigned to Customer/subscriber by the Company or a Provisioning Entity in Connection with the Service shall be used only in connection with the Service. In the event Customer/subscriber discontinues use of the Service for any reason, or the agreement expires or is terminated for any reason, Customer's right to use the IP Addresses shall also terminate and the IP Addresses shall be deemed to have reverted immediately to the Company.
2. If Customer requires additional IP addresses beyond allocated addresses then Customer shall be allocated a minimum block of (8) eight IP addresses and shall be charged extra as per actual.
3. The Customer agrees that the Company shall not be liable in any manner for the consequences to Customer of an unauthorized breach of Customer's system security such as hacking or denial of service attacks additionally, Customer confirms that it shall conduct such tests and computer virus Scanning as may be necessary to ensure that data Uploaded or downloaded by Customer does not contain any computer virus and will not in any manner corrupt the data or systems of any person. The Company shall be entitled to, in addition to any other remedies available under law, suspend the Service or terminate this Agreement in accordance with the provisions contained therein, upon written notice for any violation of the aforesaid terms and conditions by the Customer.
4. The Customer/subscriber confirms & accepts the use the Service in accordance with the Company's Internet Acceptable Uses Policy (the "Acceptable Use Policy"). The Acceptable Use Policy shall mean the Then current version of the Company's Acceptable Use Policy (as may be changed by the Company time to time) applicable to the city in which Customer uses a Service (and in the event no policy exists for a country, then the policy as per the Applicable Law shall apply). The Company may intimate the Customer promptly of any change in its Applicable Use Policy. In case of any conflict between the Applicable Use Policy and the Agreement, he Agreement will prevail.
5. Customer /subscriber confirm & accept to maintain centralized authentication for internet service including Wi-Fi usage.
6. Customer /subscriber confirm & accept to maintain NAT SYS log parameters for three (3) years for any NAT mechanism deployed.
7. Customer/subscriber accepts & conform that he is not running any of the activities Covered Under other Service provider (OSP) license issued by Department of Telecommunication (DOT).
8. Network Diagram (Customer end)

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Customer Declaration of Acceptance

I/We hereby certify that the Internet Lease Line Connection from PC Care Airway Infratel (P) Ltd. has been successfully installed at my/our premises as details mentioned in this report and the service use was demonstrated to me/us. The billing commence from the date of billing activation.

Customer /Subscriber Signature

Name: - Designation:-

Contact no:- Mail id:-