



KERALA VISION BROADBAND

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CUSTOMER APPLICATION FORM

Affix self-signed passport size photograph

CAF NO: KB _____

Please read the application, terms and condition over leaf carefully before filling the form.

Tick appropriate box. Fill in CAPITAL LETTERS Only

Type of connection: Individual Company/Organization/Firm

Weather existing customer of KBPL Yes: No: If yes, CAF No: KB _____

1. a) Name of Customer: _____

b) Name of Father/Husband: _____

2. Date of birth: _____ Male: Female: Others:

3. Name of Company/Firm/Organization: _____

4. Contact Number: Mob: _____ Home: _____

Business: _____

5. KYC Proof: _____ Number: _____

6. Installation area STD code: _____ E-mail address: _____@_____

7. Installation Address

House Name/No: _____ Street/Locality: _____

Bldng/Appt: _____ Post Office: _____ Taluk: _____

District: _____ Pin Code: _____ State: _____

8. Permanent Address

House Name/No: _____ Street/Locality: _____

Bldng/Appt: _____ Post Office: _____ Taluk: _____

District: _____ Pin Code: _____ State: _____

9. Address for Billing

House Name/No: _____ Street/Locality: _____

Bldng/Appt: _____ Post Office: _____ Taluk: _____

District: _____ Pin Code: _____ State: _____

10. Purpose: Residence: Business: Govt: PSU:

11. Service Type: Broadband: IPTV/CABLE TV: Telephone: VIDEO:

12. Facilities required on Telephone (Tick whichever is required)

STD: ISD: CLI: Hotline: Conferencing: Call forwarding: Hunting: Abbreviated dialing:

13. Facilities required on video (Tick whichever is required) Video conferencing: Video calls: Others:

14. Required Instrument: ONU: Telephone: IPTV Box:

15. Tariff Package: Broadband: _____ IPTV: _____ Telephone: _____ (please see various tariff packages available)

16. Bill Frequency: Monthly: Quarterly: Half Yearly: Yearly:

17. Payment Mode: Cash/ DD No.: _____ Amount: _____ Dated: _____

I / We have read and understood the terms and conditions provided overleaf also the details mentioned in the web site www.keralavisionisp.com and acknowledge that the tariff plan selected and I / We agree to be bound by the same. I / We agree to abide by the provisions of KBPL and there under and as also such amendments as may be made from time to time to these rules in so far as they relates to the services. I / We hereby declare and confirm that the above information provided by me/us is/are totally correct and true in every respect.

Signature of Customer /Authorized Signatory

Signed Date :

Signature of the LCO

KERALA VISION BROADBAND INTERNET SERVICES

TERMS AND CONDITIONS

The Terms and Conditions stated here in below form an integral part of the accompanying "Customer Application Form" and govern the provision of the services (as defined here under) by Keralavision Broadband Private Limited herein after referred to as KBPL, pursuant to the said Customer ApplicationForm.

1. The Terms and conditions herein, published by KBPL from time to time shall constitute and will be an integral part of the agreement between KBPL and the Subscriber with respect to the service. KBPL reserves the right to change any or all aspects of this agreement, operating rules, usage guidelines, prices governing the service plans, pricing structure and product/service policies subject to commercial and technological advancements. The Subscriber acknowledges that it is his/her sole responsibility to apprise himself/herself of the updated Terms and Conditions, as amended from time to time as published on the Website www.keralavisionisp.com and agrees to abide by the same.
2. The charges towards service subscribed is payable in advance and non-refundable. All taxes, duties or any other levies of any nature whatsoever payable for the service shall be payable by the Subscriber in addition to the charges towards availed services.
3. KBPL will not be responsible for down time of service due to reasons beyond its control. (force Majeure). The speed provided in the plan is verified under proper testing condition subject to single wired device connection. KBPL shall not be liable to the subscriber for any loss, expense or damage of an kind arising due to the performance of KBPL obligations under this contract or resulting from the use of any third party software which may be optionally provided to enhance user experience. The liability of KBPL is ousted from any loss or damage arising out of possible down time caused due to technical difficulties or in the course of service activities of KBPL.
4. The subscriber hereby declare that all information provided by him in respect of his/her use of KBPL services is true and accurate to the best of his/her knowledge and belief. The subscriber is solely responsible for the security of his/her password and for all transactions undertaken by using his/her password through KBPL website. The Subscriber acknowledges and accepts that considering the nature of the service there will be a need to change the password from time to time to avoid miss use and to maintain secrecy. The subscriber hereby confirms that he is the authorized holder of the credit card/debit card or is the original account holder used in the transactions he makes using the KBPL website and he alone uses the "ID" and "Password" he has created in the site. If any, related to KBPL services (s). KBPL shall not be responsible for any financial loss, inconvenience or mental agony resulting from any unauthorized use/misuse of the Subscriber's User-ID /Password/Credit card number / account details number for making online payments on the KBPL.
5. The subscriber shall not distribute, transfer, re-assign, sell and / or offer or promote the service to others or otherwise, share the services with others without the express authorization of KBPL. In accordance with the terms of ISP license, KBPL or its assignees reserves the right to inspect the Subscribers premise at all reasonable time with prior intimation to ensure that the subscribers adhere to the terms of service. If the Subscribers is found in default in complying with the said terms of service, KBPL reserves the right to terminate the services immediately and shall not be liable for any refund or compensation thereafter. The Subscriber shall not do anything that is detrimental to KBPL's interests.
6. KBPL's entire liability for any failure or breach on the part of KBPL shall be limited to the refund of the unused portion of the charges paid by the Subscriber towards availing the service. In the event of any grievances against the services of KBPL, it is imperative that access to device installed in the premise of the Subscriber is granted, failure of which KBPL will not be liable to the consequences of such grievances.
7. In using KBPL service, the Subscriber agrees to comply with all laws. Regulations and rules applicable in force from time to time and hereby acknowledges to fully indemnify KBPL against any claims, losses damages or consequence arising from non—compliance of the subscriber. Further, KBPL shall not be liable for any actions or omissions of the Subscriber outside the scope of this service.
8. The subscriber equipment provided by KBPL or its assignees during the period of service or otherwise shall be the property of KBPL unless fully paid for, by the subscriber and subject to suitable acknowledgement in specific received from KBPL towards the transfer of ownership of equipment.
9. KBPL reserves the right to control/monitor the functionality of the device provided to the Subscriber (if any), from its end during the service period. KBPL reserves the right to conduct a survey a seek feedback of the Subscriber on the service(s) provided by KBPL.
10. Subscriber's prepaid account will automatically get disconnected on expiry of the validity period of the pack value whichever is earlier and the Subscriber shall ensure that the account is active. KBPL shall not be held responsible for disconnection due to non-receipt of bill or non-receipt of communication in regard to expiry of account. KBPL shall charge a re-connection fee for such disconnections.
11. The speed mentioned against various service plans are subject to the factors associated to the activities of the internet service provider. The speed cannot be accurately measured by using other network hosted tools. The best efforts are taken to ensure the service speed up to the gateway.Charges for static IP address are extra.
12. KBPL reserves the right to accept or reject any Customer application form without citing any reason for the same. By agreeing to the terms and conditions of the service, it binds the Subscriber and whenever and wherever applicable, his/her heirs, executors successors and permitted assignees and benefits KBPL and its successors and assignees.
13. Base package re-definition is possible after expiry of validity period of the current package. Change in base plan before expiry of validity period will invite a fee of Rs. 50/- (excluding taxes) per such transaction. The then current tariff for Port Speed and service(s) shall apply for the re-defined base package.
14. Subscriber here by agree to receive audio/visual/ text messages in different formats from Keralavision group as part of information/ promotion/ communications.
15. At the end of the validity period of the current package, the subscription shall automatically get renewed to the most recently subscribed package, provided there is sufficient account balance to complete this transaction, failing which the Subscriber account shall be deactivated.
16. The Subscriber shall be subject to the expenses or cost incurred towards any repairs or maintenance or replacement of the device(s) required for rendering the internet services.
17. "The subscribers have hereby agreed to follow the "Customer Grievances Redressal Mechanism" provided in the T&C published on the website www.keralavisionisp.com and to abide by the same in all disputes arising out of the agreement."

The Subscriber here by declare that he/she has the capacity to sign this Form. Further it is declared that the Terms and Conditions of service published in the website at www.keralavisionisp.com, and the Customer Application Form are read and understood in its true essence and that he/she unconditionally agrees to abide by them.

(Signature of the Customer)