



City Infosol Private Limited

CIN: U72900RJ2015PTC047368

Near Anoop Talkies, Rajput Colony Bari Dist. Dholpur (Raj.) 328021

Contact Details: +91 9982722331, +91 9587459111

E-Mail:-info@cityinfosol.com, www.cityinfosol.com

Paste your photo here and sign across it

SRF / CRF No. :

Customer Application Form (CAF)

General Information											
Subscriber Name											
Father's & Husband Name											
Subscriber Type (✓ one) <input type="checkbox"/> Corporate/SME <input type="checkbox"/> Institutional <input type="checkbox"/> Individual/Home <input type="checkbox"/> Organization											
Local Address (For Billing & Termination)											
Wired Line Phone No. <input type="text"/> Mobile No. <input type="text"/>											
Address Type (✓ one) <input type="checkbox"/> Owned <input type="checkbox"/> Rented <input type="checkbox"/> E-mail <input type="text"/>											
Contact Details of Landlord											
Wired Line Phone No. <input type="text"/> Mobile No. <input type="text"/>											
Administrative Contact Information (For Corporate Subscriber)											
Owner/Director/Manager											
Residence Address											
Wired Line Phone No. <input type="text"/> Mobile No. <input type="text"/>											
Customer Co-ordinator Information (For Corporate Subscriber)											
Name											
Designation											
Wired Line Phone No. <input type="text"/> Mobile No. <input type="text"/>											
Fax <input type="text"/> e-mail <input type="text"/>											
Customer Billing Address (If Different to above)											
Contact Person Name											
Residence Address											
Wired Line Phone No. <input type="text"/> Mobile No. <input type="text"/>											
Service Details											
Required Service (✓ one) <input type="checkbox"/> Fixed Wi-Fi Broadband <input type="checkbox"/> Broadband on Cable <input type="checkbox"/> DIA-LL(Direct Internet Access)											
Service Delivery (✓ one) <input type="checkbox"/> On Fixed Wi-Fi CPE <input type="checkbox"/> Copper / Ethernet Cable <input type="checkbox"/> Optical Fiber (Fiber to Home)											
Plan & Speed <input type="checkbox"/> As per plan sheet <input type="checkbox"/> Required Static Public IP											
Traffic Limit (UL/DL) <input type="checkbox"/> As per Fair Uses Policy & as per Tariff Plan											
Financial Charges Details											
One Time Activation (Non refundable)						Security Deposit (Refundable)					
CPE Cost (Non refundable)						CPE Rental (Non refundable)					
Subscription Type (✓ one) <input type="checkbox"/> Prepaid <input type="checkbox"/> Post Pay <input type="checkbox"/> Billing Cycle (✓ one) <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly											
Document Attached											
Address Proof						Identity Proof					
Registration of Company/Firm						Authorised Signatory Proof					
PAN/AADHAR/PASSPORT											
Customer Acceptance											

Authorized Person Name Date Place

Signature of the Authorized person with Company Seal

The customer understands and acknowledges that

City Infosol Pvt. Ltd. is an existing (Class-C) Internet Services Provider and having a license issued by the Government of India (Ministry of Communications and Information Technology, Department of Telecommunications) to provide Internet Services across License Area.

General Terms & Conditions of Service:-

1. Interactive voice and fax messaging shall not be permitted on OUR Internet Services network, as such selling/promoting Internet Telephony/Fax etc., is prohibited.
2. Ending unsolicited messaging via Internet Services is unlawful and it is not permitted.
3. Probing for means of gaining unauthorized access to computers or networks is not permitted.
4. Forgery of any identification or obscuring of hostnames, usernames, IP addresses, or any message header information in any data, is not permitted.
5. Sending harassing or threatening transmissions over Internet Services is not permitted.
6. Internet contains unedited materials, some of which may be sexually explicit or offensive & provocative for which we have no control. Any objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not created, stored downloaded, accessed, transmitted or retransmitted by him or any other person using his facilities.
8. Any loss of business suffered by the Customer due to disconnection affected under clause in "Disconnection Terms" will be his own responsibility and so borne by him. Temporary break/disconnection of Service under schedule maintenance "Disconnection Term" will not require any notice.
8. The customer is required to fully comply with the provisions of the Indian Telegraph Act, 1885, Indian Telegraph Rules made there under and Information Technology Act 2000 and any amendments or replacements made there to from time to time.
9. Customer assumes total responsibility and risk for use of the Internet Services.
10. **Payment of bills** - It would be the responsibility of subscriber to make monthly or quarterly payment of Internet Services. City Infosol Pvt.Ltd. and It's Franchise would disconnect the service in case of non-receipt of monthly payment without giving any Notice to the subscriber.
11. **Disclaimer :-** While every effort is made by us to provide highest quality of services to its customers, the linking, quality and speed of data transmission is entirely dependent on our fiber connectivity and outdoor wireless LAN connectivity (Pt P/Pt MP) on License free ISM band 2.4/5.8@ghz as permitted by WPC. Accordingly and fixed copper pair, fiber to home, We shall in no event be responsible to the customer in any manner whatsoever for any failure, defect, delay in connectivity or accidental loss of connectivity of the customer with our network computer or the deficiency in data transmission between the customer and our network computers, or for any inconvenience, damage or loss that may be caused to any one or of any kind arising there from.
12. The Internet Service is provided by us on an "AS IS and AVAILABLE" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, non-infringement or implied warranties of merchantability of fitness for a particular purpose. No advice or information given by us, its affiliates or their respective employees shall create a warranty. Neither us nor its affiliates warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the service is free of viruses, worms, Trojan horses or other harmful components. Under no circumstances shall City Infosol Pvt. Ltd. & It's Franchise, its affiliates or its contractors be liable for any direct, indirect, incidental, special, punitive or consequential damages that result in any way from customers, use of or inability to use the service or to access the Internet or any part thereof, or customers reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.
13. **Force Major** - If at any time, during the continuance of our Internet Services, the performance in whole or part, of any obligation under it shall be prevented or delayed by reason of war, hostility, acts of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, lock-out or act of GOD etc., the subscriber shall not have any claim for damages against City Infosol Pvt. Ltd. & It's Franchise in respect of such non-performance or delay in performance of our Internet Services.
14. **Illegal use**- Internet service may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, and violates export control laws or anti national.
15. **EMAIL**-It is a condition of use of internet services that subscriber do not post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, vulgar, pornographic, profane or indecent information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability or otherwise violate any local, state, national or international law; post or transmit any information, software or any other material which violates or infringes upon the rights of others, including material which is an invasion of privacy or publicity rights or which is protected by copyright, trademark or other proprietary right, or derivative works with respect thereto, without first obtaining permission from the owner or right holder; post or transmit any information, software or other material, which contains a virus or other harmful component; post, transmit or in any way exploit any information, software or other material for commercial purposes, or which contains advertising. Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is explicitly prohibited. A subscriber shall not use another site's mail server to relay mail without the express permission of the site. Posting a message and subscribing without intent to large number of news groups, forums, e-mail, mailing lists or other groups or lists is prohibited. **Mail Relay using mail servers of other ISPs depends upon the policies of respective ISPs over which we have no control**
16. **Subscriber conduct**- Subscriber shall use internet services for lawful purposes only. Subscriber shall not post or transmit using internet services any material which violates or infringes in any way upon the rights of others, which is unlawful, threatening, abusive, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane or otherwise objectionable, which encourages conduct that would constitute a criminal offence, give right to civil liability or otherwise violate any law, or which, without the our express prior approval, contains advertising or any solicitation with respect to products or services.
17. We can revise the tariff for its Internet services & its value added services from time to time to on its sole discretion.
18. International connectivity is being provided through basic service operator VSNL/ Tata Communication/ BhartiAirtel/ Sify/ Reliance etc. right now. Exclusive gateway is likely to be organized in future.
19. **Arbitration of Disputes** In the event of any question, dispute or difference arising out of provisions of our Internet Access Services, the matter shall be referred to the arbitration under ICADR Arbitration Rules- 1996 consumer court.
20. We are responsible for delivering the service at single point to the customer premise. This can be to a PC or a CPE.
21. However further distribution or cabling that may be required is the customer responsibility.
22. Any CPE (Router, Towers, Mux, Pole, Cable etc.) provided by City Infosol Private Limited will be the property of City Infosol Private Limited and shall return it to City Infosol Private Limited on termination of service.
23. Expected time of installation of connection and service is 7-30 days from the date of picking up the order form.
24. Customer can make all the payment in the favor of our authorized collection agencies vide cheque or cash and take the proper receipt.
25. Internet service and Bandwidth billing done by City Infosol Pvt. Ltd. and other equipments rental/monthly recharge pack billing will done by City Infosol Private Limited
26. In case of use of Indoor/Outdoor Wi-Fi Please note, we will not be held any responsibility in any way or answerable in case any unauthorized usage of Wi-Fi technology resulting in the non-compliance of DOT directive is detected within your Premises/Location by the Authorities concerned.
27. Please note that any **liability** includes civil and **criminal liability** for such unauthorized use and any resulting event connected there to will be your sole responsibility. We would also be constrained to withdraw our services without any further notice in such an eventuality and without any **liability** on our part. Continued usage of Wi-Fi connectivity or deployment of router without registration with your service provider shall amount to unauthorized usage of Wi-Fi technology.
28. Customer shall intimate to City Broadband & City Infosol Private Limited about change in address, if any, in writing along with such proof, as may be deemed necessary by us.
29. Customer shall not use the Services as an 'OSP' (Other Service Provider).
30. (A) Privacy of communication is subject to the terms of the license agreement of City Infosol Pvt. Ltd. with DOT and other statutory and regulatory notifications/directives etc. The Customer specifically agrees that in order to facilitate City Broadband to provide Services, City Broadband may be required to disclose any information or particulars pertaining to the Customer to any authority, statutory or otherwise, including but not limited to any debt collection agency, credit reference agency, security agency, and reserves the right to comply with the directions of such authorities at its discretion and without intimating the Customer.
30. (B) The Customer shall have no title and/ or ownership and /or interest in the CPE and therefore shall not be entitled to transfer/assign/lease and / or otherwise part with the same under any circumstance. The ownership and effective control over the CPE shall always remain with City Broadband and City Infosol Private Limited. The Customer shall return the CPE immediately on termination of the subscription Period. The Customer shall not claim any charge or lien on the CPE, even if any dispute is pending. Customer shall be responsible for the maintenance and upkeep of the CPE subject to normal wear and tear.
31. All CPE, provided (but not sold) by City Infosol Private Limited on the behalf of City Broadband shall always remain absolute property of City Infosol Private Limited The Customer shall only have use the custody of the equipment or other equipment/ accessories during the enrollment period.
32. The CPE has been provided to the Customer in order to facilitate City Infosol Private Limited to exclusively use the same for rendering its Services. The Customer shall not deal with the CPE independent of City Infosol Private Limited in any manner whatsoever.
33. Customer shall neither shift the CPE nor transfer the same in any manner. In case the Customer fails to comply with the terms and conditions of enrollment City Infosol Private Limited reserves the right to lift or remove the CPE from the Customer's premises and terminates the enrollment without any liability whatsoever on its part.

Authorized Person Name Date Place

Signature of the Authorized person with Company Seal

34. The following service standards and time lines have been agreed between City Broadband on the behalf of City Infosol Private Limited Global Internet Services and the Customer.

35. The network uptime and the Services provided by City Broadband and in their control shall have an uptime of 98% for the wireless customer and 95% for the wired customer, Outside of scheduled maintenance times.

36. All issues the customer raises to City Infosol Private Limited and City Broadband will be responded to within 24 hours by phone or email and resolved within 72 hours.

ADDITIONAL T&C

37. The Internet/Broadband speed available to the Customer is the maximum prescribed speed for which the Customer is entitled and City Broadband and City Infosol Private Limited does not hold out any assurance that the said speed shall be maintained at all times and the same may vary depending upon the network congestion, technical reasons or any other unavoidable circumstances.

38. It is clearly understood that installation of internet/broadband services require several vital and time consuming activities, inter-alia, including laying down of cables, proper wiring of the area, other technical requirements etc. and therefore City Broadband and City Infosol Private Limited does not prescribe or hold out any fixed time line after execution of the CAF, during which the said Services shall be activated. City Broadband and City Infosol Private Limited shall endeavor to activate the Service within reasonable time and it is expressly agreed that the person executing the SAF shall not be entitled to raise any claim or action or damages of whatsoever nature on account of delay in activation of Services and the Customer shall only be entitled to refund of the initial amount paid by the Customer.

39. The parties have fully read and the contents of the terms and conditions have been explained in vernacular, Verbatim and upon understanding, have signed the CAF as a token of its acceptance/consent and further with a clear understanding that it is valid and binding document on both the parties and can be enforced in the Court of Law.

40. The CAF should be filled by sales representative in consultation with the customer & applicant must be over 18 years of age on the date of application.

41. Fill the Customer Application Form with black ballpoint pen only and used CAPITAL LETTER only.

42. A CAF needs to be filled for every location, where service is required. The CAFs are designed on a per location basis except for the leased line CAF which is designed on a per link basis (where 2 locations are involved).

43. Proof of identity attached - The following documents would be accepted as proof of identity for **individual customers** :-

(a) Driving Licence (b) Passport (c) PAN Card (d) Voter ID Card (e) Others (as defined or at the discretion of Circle Head)

The following documents would be accepted as proof of identity (entity) for **Corporate customers** :-

(a) PAN Allotment Certificate (b) Certificate of Incorporation (c) Shop & Establishment Act Registration Certificate (d) Tax Account Number Certificate (e) Sales / Service Tax Registration Certificate (f) Other (as defined or at the discretion of Circle Head)

Please attach a self-attested photocopy of any of the above with the CAF

44. Proof of Billing & Termination Address - The following documents would be accepted as proof of identity for **individual customers** :-

(a) Driving Licence (b) Passport (c) PAN Card (d) Voter ID Card (e) Others (as defined or at the discretion of Circle Head)

For **corporate customer**, the following documents would be accepted as proof of billing & termination address :-

(a) Telephone Bill (b) Electricity Bill (c) Bank Statement (d) Lease Agreement (f) Others (as defined or at the discretion of Circle Head)

Please attach a self-attested photocopy of any of the above with the CAF.

Customer Declaration / Undertaking

1. I solemnly affirm and declare that I have read and understood the terms and conditions of this Customer agreement form and also agree to abide by any changes that are made from time to time.

3. I agree to pay all applicable charges for the all services and I hereby indemnify City Broadband and City Infosol Private Limited for any illegal use of any type on these services.

4. I understand that the required services will be provided to me subject to feasibility and City Broadband and City Infosol Private Limited reserves the right to accept or reject my application without giving any reason whatsoever.

5. That the Internet service taken by me will be used for browsing purposes only.

6. That no component of this network will be used for carrying any kind of direct or indirect voice or any other prohibited traffic/ signal/ information.

7. That we shall not be having any type of inter connectivity of voice and voice-cum-data networks Including PBXs/ PABXs/ PAXs and IP-PBX on these circuits.

8. That, in case we are found to be having such inter connectivity, we shall be liable to be punished under Indian TelegraphAct/ Rules.

9. That all the hardware in the network is TEC approved.

10. That no card/unit/equipment or software is being used for carrying any kind of voice Compression/ Translation etc.

11. That internet bandwidth will not be utilized for any activity which is considered as illegal by the law Govt. and DOT.

12. That I have also gone through the guidelines of the ISP License issued to City Infosol Pvt. Ltd. and agrees to abide by the same and failure to comply with those guidelines will be my sole responsibility.

13. That I indemnify to City Broadband and City Infosol Private Limited keep it indemnified against any loss, damage, Claim, cost, charges, expenditure incurred by or made against them in respect of loss of rent/call charges due to misuse of the circuit or otherwise whatsoever in the matter.

14. I solemnly agreed with above mentioned terms of service and also declare that the information provided by me/us given above, are true to the best of my knowledge and belief and nothing has been concealed.

I hereby undertake and commit not to transfer/handover/sublet my Broadband connection/Internet Services (even temporarily) to any person who may attempt to use it for any unlawful activity as described in Terms & Conditions. If I do so, I will be liable and fully responsible for all obligations under the law of Govt. of India, and City Infosol Pvt. Ltd. and its franchisee will not be responsible. Any unauthorized transfer/use of the connection shall entitle City Broadband and City Infosol Private Limited to terminate my Internet Service forthwith. I hereby certify that the information given in this form is correct. I have read and agreed to the Terms & Conditions of this agreement. I undertake that the Internet Services provided by City Broadband would not be used contrary to the provisions of TRAI / DOT & Govt. of India rules & regulations. If such is the case, City Infosol Pvt. Ltd. has the right to disconnect my Internet services immediately without any notice.

Self & Business Declaration:-

I/We declare that the New Broadband/Dedicated Internet Access connection which I/we are going to subscribe from your company, will utilize/use only for legal and law full business purpose or general operation as per Dot/TRI rules regulation and Law of Govt. of India. We/I also declare that we/I will not use or utilize this Internet connectivity for any resell & unlawful purpose.

Signature of the Authorized person with Company Seal

Authorized Person Name Date Place

For office use only

Date of application: Subscription ID allocated:

User Name allocated: Password (Default): (Please change of password after first log-in)

Sales employee's name: Sales ID:

Application Accepted: Yes No Remark:

Approved by: Signature:



City Infosol Private Limited

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Paste your photo here and sign across it

IR No.
 Dated

Service Activation, Installation and Delivery Report

Subscriber Name																	
Contact Person																	
Segment		Corporate/SME			Institutional			Individual/Home			Organization						
Billing Address																	
Wired Line Phone No.												Mobile No.					
Installation Address																	
Wired Line Phone No.												Mobile No.					
Service Details																	
Required Service (✓ one)		Fixed Wi-Fi Broadband			Broadband on Cable			DIA-LL(Direct Internet Access									
Service Delivery (✓ one)		On Fixed Wi-Fi CPE			Copper / Ethernet Cable			Optical Fiber (Fiber to Home									
Plan & Speed																	
ISP Company																	
ISP Company Franchise		City Infosol Private Limited, Bari (Raj.)															
Traffic Limit (UL/DL)																	
Type of Connection																	
Allotted Customer ID																	
Allotted User Name/Password																	
Allotted Fixed Private IP																	
Allotted Fixed Public IP																	
Customer premises equipments details (Returnable to Service Provider & its Franchise)																	
Tower/Mast/Pole/Wall Mount																	
Antenna																	
Wireless CPE						Mac ID:		:	:	:	:	:					
Wired/Wi-Fi Router						Mac ID:		:	:	:	:	:					
RF Patch Cord																	
POE / Power Adaptor																	
LAN Cable																	

- Note:-**
- All the above mentioned equipments deliver & installed at your location are under sole ownership of City Infosol Pvt. Ltd. and facilitated by their Operator & franchise City Infosol Private Limited on returnable basis at time of service termination.
 - All the above equipments maintain, manage and monitor by City Infosol Pvt. Ltd.
 - Responsibility of security of all above mentioned equipments will upon Subscriber.
 - That no component of this network and bandwidth will use or utilize for carrying any kind of direct or indirect voice or any other prohibited traffic/signal/information.
 - That the internet service taken by you will be used for browsing purpose only.
 - That the internet bandwidth will not be utilized for any activity which is considered as illegal by the Indian Govt. law and DOT.
 - That all fixed public IP provided by us will use only for online application (Mail, Ftp, Erp, Web server) browsing.
 - You will fully responsible for all type legal & illegal activity and information that will route through allotted fixed public & private IP's from the server.
 - That you indemnify City Infosol Pvt. Ltd. and its franchise and keep it indemnified against any loss, damage, Claim, cost, charges, expenditure incurred by or made against them in respect of loss of rent/call Charges due to misuse of the circuit or otherwise whatsoever in the matter
 - That you will not be use above mentioned equipments and service (bandwidth) for any type of interconnectivity of voice and voice-cum-data networks Including PBXs/ PABXs/ PAXs & IP PBX.s
 - That, in case we are found to be having such inter connectivity, we shall not be liable & responsible to be punished Under Indian Telegraph Act/ Rules.
 - In case of use of Indoor/Outdoor Wi-Fi Please note,City Infosol Pvt. Ltd. will not be held any responsibility in any way or answerable in case any unauthorized usage of Wi-Fi technology resulting in the non-compliance of DoT directive is detected within your premises/Location by the Authorities concerned.
 - Please note that any **liability** includes civil and **criminal liability** for such unauthorized use and any resulting event connected there to will be your sole responsibility. We would also be constrained to withdraw our services without any further notice in such an eventuality and without any **liability** on our part. Continued usage of Wi-Fi connectivity or deployment of router without registration with your service provider shall amount to unauthorized usage of Wi-Fi technology.
 - Your service activation & billing will start from the date of this service installation report.**

I/We accept the installation & delivery of above mentioned service and equipments on my/our location as ordered by me/us subject to CAF (Customer Agreement Form) filled by me/us.

Authorized Person Name Date Place

Signature of the Authorized person with Company Seal

Acceptable Internet Usage Policy

This Acceptable Policy has been formulated by City Broadband Internet Service (P) Ltd. to ensure the legitimate use of Service by the Customer. This Acceptable Usage Policy has to be signed by the Customer along with the Service Agreement. The terms and conditions, including definitions and interpretations as contained in Service Agreement shall govern this Policy document.

Terms and Conditions

1. The Customer shall and undertakes to fully comply with all applicable laws and regulations including without limitation, the provisions of the Indian Telegraph Act 1885, the Indian Telegraphs Rules, 1985 made there under and TRAI Act 1997 and any amendments or replacements made thereto from time to time. The Customer will ensure that the Service provided by City Broadband shall not be used by the Customer himself nor the Customer shall allow his customers or any other party to use the same for any purposes other than the purposes permissible under the applicable statutory or regulatory provisions.
2. The Customer shall be responsible for obtaining additional IP addresses, over and above the maximum limit of City Broadband IP addresses that could be assigned by City Broadband. The City Broadband IPAddresses are non-portable and have to be returned to City Broadband on the termination of Service.
3. The Customer has agreed to not to use the Services for any of the following activities:
 - a. Voice communication from anywhere to anywhere by means of dialing a telephone number (PSTN/ISDN/PLMN).
 - b. Originating the voice communication service from a telephone in India.
 - c. Terminating the voice communication to telephone within India.
 - d. Establishing connection to any Public Switched Network in India and/or establishing gateway between Internet & PSTN/ ISDN/PLMN in India.
 - e. Use of dial up lines with outward dialing facility from nodes.
 - f. Resell or cause to resell or offer to sell this Service.
 - g. Interconnectivity with other ISPs.
 - h. Distribution of software, programs or messages that may cause damage or annoyance to persons, data, and/or computer systems.
 - i. Forging or misrepresenting a message header of an electronic transmission originating or passing through Network
 - j. Transmitting of unsolicited email to multiple recipients, sending large amounts of email repeatedly that annoys, harasses or threatens another person or entity, or attempts to use Network for SPAM
 - k. Fraudulent activities including, but not limited to, intentional misrepresentations or misleading statements, writings or activities made with the intent that the person receiving it will act upon it; obtaining services with the intent to avoid payment; and hosting of phishing websites
 - l. Unauthorized access includes the illegal or unauthorized access to other computers, accounts, or networks; accessing or attempting to access computer resources belonging to another party; attempting to penetrate security measures of other systems
4. The Customer is permitted to use customer encryption upto 40 bit key length in the RSA algorithms or its equivalent in other algorithms without having to obtain permission. However, if encryption equipments higher than this limit are to be deployed, Customer shall do so with the permission of the Telecom Authority and deposit the decryption key, split into two parts, with the Telecom Authority.
5. City Broadband may block internet sites and/or terminate the Service of the Customer, as directed by the Telecom Authority from time to time.
6. The Customer shall maintain a log of all users connected and the service they are using (mail, telnet, http etc.). Customer must also log every outward login or telnet through their computers. These logs, as well as copies of all the packets originating from the Customer Equipment , must be available in real time to Telecom Authority. Type of logins, where the identity of the logged-in user is not known, should not be permitted
7. Unless expressly stated herein, City Broadband makes no express or implied warranties, guarantees, representations, or undertaking, whatsoever, regarding the Service or Customer Equipment, etc. which are provided by it
8. In no event will City Broadband or its Affiliates, employees, officers, and directors have any liability under these terms and conditions, regardless of the basis on which each party is entitled to claim damages (including breach, negligence, misrepresentation, or other contract or tort claim), for any special, incidental, punitive, or indirect damages, or for any economic consequential damages (including lost profits or savings), even if foreseeable or even if the Customer has been advised of the possibility of such damages
9. The Customer shall ensure that objectionable, obscene, unauthorized or any other content, messages or communications infringing copyright, Intellectual property right and international & domestic cyber laws, in any form or inconsistent with the laws of India, are not carried in his network, by him or any other person using his network. The Customer must take all necessary measures to prevent it. The use of the Service for anti-national activities and/or unlawful activities would be construed as an offence punishable under the Indian Penal Code or other applicable law. Acts such as break-ins or attempted break-ins of Indian networks shall be regarded as an anti-national act and shall be dealt with in accordance with the Indian Penal Code. The Customer must ensure that the Service provided by City Broadband is not used for such purposes by him or any other person using his network
10. Any behavior by a Customer that causes blacklisting must be remedied by the Customer within 48 hours of written, electronic or telephonic notice from City Broadband. Known spammers, previously unidentified, will be removed from the network once identified.
11. The Customer shall provide necessary support to City Broadband, TRAI, DOT or any other Government Agencies to counteract espionage, subversive act, sabotage or any other unlawful activity
12. City Broadband reserves the right to disconnect the Service in case there is sufficient evidence of the Customer's intentionally or unintentionally using the Service in the manner which would adversely impact/affect network or infrastructure of City Broadband.
13. City Broadband may change, amend or revise the above terms and conditions at any time as and when necessary in order to comply with any statutory, legal or regulatory requirements and the Customer agrees to abide by such modified terms and conditions. Such changes, amendments or revisions shall be deemed effective upon posting an updated and duly dated regulatory compliance to the Customer via email, fax, post or through any other medium opted by City Broadband
14. The Customer represents that he has read and understood the terms and conditions herein and has been fully informed about the Service to be provided by City Broadband, its specification, requirement, limitations, etc. and has understood the same and has thereafter agreed to sign this subscription request. That in the event of breach of any of the terms and conditions of this undertaking, City Broadband shall have the right to terminate the Service without any liability whatsoever
15. Any dispute, controversy or claim arising out of or relating to this arrangement, or the breach, termination, existence or invalidity thereof, shall be referred to a sole arbitrator mutually appointed by City Broadband and Customer. The arbitration shall be conducted in accordance with the Indian Arbitration and Conciliation Act, 1996, as amended from time to time. The award of the arbitrator will be final and binding upon City Broadband and Customer. The arbitration proceedings shall be conducted in English. The venue of the arbitration shall be Chennai.
16. City Broadband assumes no responsibility, and assumes no liability for, the security and integrity of data or information a user transmits via the Service or over the internet, including data information transmitted via any server designated as "secure." City Broadband does not monitor, exercise control over, or accept responsibility for the content of information passing through Network. City Broadband will cooperate with legal authorities in the investigation of suspected criminal or civil violations.

Customer shall be responsible for the activities by accepting Service from City Broadband.

Signature of the Authorized person with Company Seal

Authorized Person Name Date Place

Service Request Form (For fixed Public Static IP)

From:-(Subscriber Information)

Subscriber Name:-

Address:-

Customer Account NO:-

Subscriber ID:-

Subject: - Regarding to issue Static Public IP

This is with reference to DIA Internet Bandwidth/Broadband connection provided by your company.

We are requesting to allot the ___ No. fixed public/static IP to run a personal/company/Institutional web server, CCTV surveillance, online ERP application/Mail server.

We solemnly affirm and declare that we have read and understood the uses terms & conditions mentioned in Customer application form. (Kindly Submit your Network Diagram)

Device Type _____ Operating System _____

Ethernet (MAC) ID _____

Subscriber Acknowledgement (Terms of Use):-

1. The IP Address assigned to Customer 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 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. Security: 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. USE OF SERVICES: The Customer shall use the Service in accordance with the Company's Internet Acceptable Use 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 from time to time) applicable to the countries 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, the Agreement will prevail

Subscriber Signature

Name:- _____

Company Name _____

Designation _____

Dated _____

CITY INFOSOL PRIVATE LIMITED

CIN: U72900RJ2015PTC047368

Near Anoop Talkies, Rajput Colony, Bari Dist. Dholpur (Raj.) 328021

Contact Details: +91 9982722331, +91 9587459111E-Mail:-info@cityinfosol.com, www.cityinfosol.com

COMPANY DECLARATION FORM

For- Private Ltd. / Public Ltd. Company

1) Name Of Company

2) Nature Of company

PRIVATE LTD.

PUBLIC LTD.

3) Registered Address (Mentioned In ROC)

4) ROC Office (Where Company is incorporated)

5) Corporate identify No.(Issued by ROC)

6) Date of Incorporation No.

7) PAN No. The Company

8) TIN No.

9) Issuing Authority of TIN No.

10) Service Tax No.

1) Local address: where connection required

2) Director Details:-

Name	Address/Contact No.
1).....	
2).....	
3).....	
4).....	
5).....	

We hereby declared that all above information filled by us/me is true best of my knowledge

For.....
.....
.....
.....
.....
.....

Date :-----

CITY INFOSOL PRIVATE LIMITED

CIN: U72900RJ2015PTC047368

Near Anoop Talkies, Rajput Colony, Bari Dist. Dholpur (Raj.) 328021

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