



SIP Trunk Product Annexure

Version: 10112017-V.1.4

Service Required: SIP SIP Telemarketing (TM)

For Internal Use	New	Existing / Add-on	Description	Details
CUG Type if Applicable			If Existing CUG /Del No/Parent/Super Account	
Connectivity Type			Add-on Account	
TRAI ID if Telemarketing				

Plan Check Box								
Plan Name	Pulse	SIP 250 Plan	SIP 350 Plan	SIP 500 Plan	SIP 700 Plan	Pulse	SIP 500 OBD Plan	SIP 750 OBD Plan
EPOS ID (For Internal Use)		132410	132495	132510	132511		132530	132531
Monthly Rental (Rs.)		250	350	500	700		500	750
Free Call Value (Rs.)		250	350	500	700		500	750
		Rate in Rs.	Rate in Rs.	Rate in Rs.	Rate in Rs.		Rate in Rs.	Rate in Rs.
Local Call Charges								
To Fixed Line Phones	180	0.80	0.70	0.50	0.50	15	0.15	0.12
To Mobile Phones	60	0.80	0.70	0.50	0.30	15	0.15	0.12
Intra & Inter Circle Call Charges								
All Phone calls	60	0.80	0.70	0.50	0.50	15	0.15	0.12

ILD Rate: Standard applicable to above plans

ILD calls to	Pulse	Rate in Rs	ILD calls to	Pulse	Rate in Rs	ILD calls to	Pulse	Rate in Rs
USA / Canada	60	6.00	Europe Mobile 2	60	15.10	New Zealand Fixed	60	6.00
UK Fixed 1	60	6.00	Europe Mobile 3	60	18.00	New Zealand Mobile	60	10.00
UK Fixed 2	60	11.00	Europe Mobile 4	60	15.00	ROW - 1	60	13.50
UK Fixed 3	60	17.00	South East Asia	60	8.00	ROW - 2	60	12.90
UK Mobile 1	60	8.50	Gulf	60	14.25	ROW - 3	60	14.00
UK Mobile 2	60	15.00	SAARC	60	11.75	ROW - 4	60	17.00
UK Mobile 3	60	15.00	Africa 1	60	15.00	ROW - 5	60	22.75
UK Mobile 4	60	18.15	Africa 2	60	15.00	ROW - 6	60	22.00
Europe Fixed 1	60	9.00	Africa 3	60	22.00	ROW - 7	60	35.00
Europe Fixed 2	60	8.50	Africa 4	60	30.00	ROW - 8	60	45.00
Europe Fixed 3	60	11.00	China	60	5.00	ROW - 9	60	100.00
Europe Fixed 4	60	21.00	Australia Fixed	60	7.00	INMARSAT	60	600.00
Europe Mobile 1	60	12.50	Australia Mobile	60	10.25			

VAS: 100% Disc on CLIP, CF, CW, VMS, 3WC

Customized plan Epos ID Plan Name

Charges Vanity Number (If Applicable): Rs..... Plan Pooling (Y/N):

Add on Rental Pack if Applicable

Scheme	Rental	ePOS ID

CUG Scheme if Applicable

Scheme	Pulse	Local	Intra	Inter	ePOS ID

ILD Rate Cutter Pack if Applicable

Monthly Rental	ILD calls to	Pulse	Rate in Rs	ePOS ID

Terms & Conditions:

- Tata Teleservices Limited and Tata Teleservices Maharashtra Ltd. (hereinafter referred to as TTL) shall bill the Customer as per the billing cycle which shall run on a periodicity as may be decided by the organization from time to time. Taxes shall be as per applicable law.
- ILD call charges mentioned above are subject to change which will be accordingly communicated by TTL or reach us at 1515@tatatel.co.in or call 18002661515 for updated ILD Call Charges.
- Some countries / zones are appearing in more than one rate band as these may have different ILD codes for different territories falling within the same region. Calls to few countries will not be allowed. Please reach us at 1515@tatatel.co.in or call 18002661515 for details.
- Commercial communications can only be done vide the Telecom Commercial Communications Customer Preference Regulations, 2010, whereby a telemarketer is required to be registered with TRAI for carrying out commercial activities. Please note that making unsolicited calls to DND base is an offence. If customer's number is reported/found to be used for unsolicited promotional activities, all numbers for same name & address shall be disconnected. The name & address shall be blacklisted for next 2 years & subscription denied. The number will be recycled as per the Policy but the customer shall be denied subscription as per the prevailing TRAI guidelines at that point of time. Customers shall register for telemarketing with the TRAI and use designated telemarketing series numbers/SMS resources for promotional calls/SMS. For more information visit www.TRAI.gov.in.
- Customer shall not use the services for the purposes of telemarketing directly or indirectly, without submitting the required approvals/registration from relevant authorities.
- Any service subscribed at any time in the middle of the billing cycle would be charged on pro-rata basis in the first bill except add-on packs. Accordingly the free usage, if any as per the opted plan would be available on pro-rata basis and the usage charges for any usage over and above the free prorated usage limit would be charged at actual.
- Add-on pack will be activated as per written request of customer with applicable additional feature cost.
- Call charges are calculated basis the call units, which is derived by dividing call duration with the pulse rate as defined in the tariff plan.
- The call duration is measured with accuracy up to +/- 1 second as per TRAI regulation.
- On-net includes all calls made to TATA DOCOMO GSM Mobiles, TATA INDICOM CDMA mobile, TATA Walky, TATA fix line and off net includes all calls made to all other mobiles and all fixed line.
- Tata Teleservices Limited in accordance to TRAI Guidelines/Regulations reserves the exclusive right to change /alter/amend the tariff plan/s to Postpaid at any point at its sole discretion with prior intimation to the customer.
- Tata Teleservices Limited has right to predetermine, the credit limit for the usage of Services as availed by the Customer based on our internal credit rating. In the event of exceeding of the credit limit, Customer shall be liable to make interim payment forthwith for the Services availed including rentals failing which reserves the right to totally or partially disconnect/suspend the Services.
- All discounts/special benefits/scheme(s) pertaining to the services shall be as per the terms and conditions as may be specified by Tata Teleservices Limited. The terms & conditions of Customer Acquisition Form (CAF) shall apply in addition to these terms and conditions.
- All disputes are subject to the sole jurisdiction of the competent courts at place where the head quarters of the concerned TTL Circle are situated for the matter.
- If Customer wishes to leave or relocate its current premises for any reason whatsoever and requests for shifting of Services to new premises, then Customer shall submit the request to TTL at least 30 days in advance in writing of such relocation of Customer. TTL shall make all reasonable efforts to shift the Services so requested subject to techno-commercial feasibility compliance. Customer further agrees that shifting of Services shall be deemed to be on continuous basis and shall be allowed only within the same telecom service area of TTL. Any shifting charges on account of additional cost/incidental expenses incurred by TTL shall be charged to and borne by Customer on actual. If Customer does not agree to pay the shifting charges or where such shifting is not possible due to techno-commercial feasibility reasons at TTL's end then the Services shall be terminated.
- Customer shall keep its EPABX logically partitioned on which TTL delivers its Link, ensuring prevention of any cross flow/patching of voice call with public/private data network.
- Customer service shall come into effect from the date of activation of Services and shall be valid till the date of discontinuance of Services together with the full and final payment of all Charges and outstanding dues, if any, by the Customer.
- Billing Frequency monthly, Unutilized free calling will not carry forward to the next month.
- The plan continues to be in force until written request for plan change/disconnection is not received. Unutilized free calling will not carry forward to the next month.
- The Customer shall use the services for their internal consumption and shall not re-sell or re-lease the services unless customer carries a valid and appropriate licence and/or registration on this behalf from concerned statutory or regulatory authorities. Customer undertakes that the Telecom Resources provided by TTL shall not be used for any illegal call routing ensuring complete restriction of any cross flow of calls between public and private network. Any request of termination of Telecom Resources and/or change in logical partitioning from customer's end shall be within the prescribed guidelines of DoT vide its notification ref no. 18-1/2005-BSII dated April 19, 2006. Further, Customer shall keep TTL fully indemnified against any actions or omissions by the Customer while using the services, where such actions or omissions are against any applicable law or regulatory norms laid down by any statutory authority of the country.

Declaration

I have read & understood the terms & conditions mentioned above & unconditionally accept them as binding on me. I have understood the rates, tariffs & other related conditions as mentioned in Tariff Enrollment Form basis which telecommunication service will be provided. I hereby undertake to pay all charges raised on account of services availed TTSL reserves the right to withdraw/modify any or all of the terms of the plan(s) at any time with reasonable notice.

Customer Name _____ Customer Signature : _____ Mobile : _____
Date : _____
Company Seal _____

Internal References

Ref Caf Number : _____	TARID: _____	RID : _____	Others If any _____
Pilot Number : _____	Switch Name : _____	Dial Code : _____	Zone ID : _____
MSGN Node : _____	D Channel : _____	BGID : _____	IDP ID : _____
ZTE PNR :If Existing Group) _____			
Sponsorship Details (for Sponsored Cases) - If selects No then rest field not required.			
SPONSORED PRI Yes <input type="checkbox"/>	No <input type="checkbox"/>	Cost EPABX : _____	Contract Period of Card: _____
Vendor Name : _____		Cost of PRI card : _____	Vendor Name : _____
EBABX Make : _____		Penalty Matrix _____	