

Unlimited Plan

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	

EPos ID (For Internal Use)	142506
Plan Name	SIP 500 Unlimited Loc + STD Plan
Monthly Rental per channel (Rs.)	500
Free Call Value (Rs.)	NIL
Call rate for Local & STD calls	0
Number of extensions (DID Numbers) per channel	3

Minimum 30 channels, upgradable in multiples of 10

ILD Call Rates

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

Charges Vanity Number (If Applicable): Rs.....

Add on Rental Pack if applicable

Scheme	Rental	ePOS ID

ILD Rate Cutter Pack if applicable

Monthly Rental	ILD calls to	Pulse	Rate in Rs	ePOS ID

SIP Trunk Tariff Enrollment Form

Service Level Agreement

Tata Teleservices Ltd or Tata Teleservices Maharashtra Ltd (hereafter referred as TTL) shall offer below parameters as part of SLA

1. Service Availability

“Service Availability” shall mean an average network uptime excluding the periods of downtime as mentioned hereunder Exclusions (Valid Downtime) over SLA on a quarterly basis. TTL commits to maintain Service Availability of $\geq 99.5\%$ every calendar quarter. Service Availability will be calculated as per the formula given below at every quarter of a calendar year:

$$\text{Service Availability (A\%)} = \frac{\{\text{Quarter (days)} \times 24 \text{ (hours)} \times 60 \text{ (mins)}\} - \text{Valid down time (mins)}}{\text{Quarter (days)} \times 24 \text{ (hours)} \times 60 \text{ (mins)}} \times 100$$

For the first quarter post activation, number of days would be calculated on pro rata basis.

2. MTTR (Mean Time to Repair)

“MTTR” shall mean an average time taken by TTL to close all complains related to downtime, faults and/or service unavailability reported by the Customer. TTL shall provide services with MTTR of 4 hrs measured during the calendar quarter.

In case, Service Availability is measured below than 99.5% (or downtime is more than 0.5%), TTL shall provide Service Credits to Customer as given in the below table:

Service Availability	Service Credit
$\geq 99.5\%$	No service credit
$\geq 99.0\%$ and $< 99.5\%$	1 day rental
$\geq 98.5\%$ and $< 99.0\%$	2 days rental
$\geq 97.5\%$ and $< 98.5\%$	3 days rental
$< 97.5\%$	4 days rental

EXCLUSIONS: Either one or more of the following causes, wholly or partly, shall be excluded while calculation of Service Availability.

- a. If there is no complete service outage and the customer is able to make any outgoing call or receive incoming call.
- b. Call drops and voice clarity.
- c. Not able to make outgoing calls to particular number/ operator/ country.
- d. Failure to notify the Customer care and raise the Trouble Ticket for Service disruption. Service credit will be given only if complain is raised with the Customer care or trouble ticket is raised.
- e. Any act or omission of Customer or any of its agents, contractors or vendors.
- f. Periods where faults are due to “Customer Equipment or any Customer error.”
- g. Planned maintenance and associated events for which agreed notification was given to Customer.
- h. Non availability of power supply or other deficiency in the infrastructure provided by Customer.
- i. Faults reported by Customer but no fault is found or confirmed by TTL.
- j. Trouble tickets related to new installations, plan change and shifting of the Services.
- k. TTL or its agents are not allowed an access to the Customer Equipment or the premises where the access lines are terminated. Periods where Customer was inaccessible to confirm the Service condition after fault clearance by TTL.
- l. Customer’s scheduled maintenance.
- m. Any service degradation or outage caused by third party last-mile connectivity or by local access facilities ordered directly by Customer.
- n. Disconnection/s or temporary suspensions due to failure to meet payment obligations by Customer .
- o. Periods where interruptions are caused by events beyond TTL control, incidents of disaster, arson, act of govt. authorities and Force Majeure.
- p. Construction of additional facilities which are required in order to connect the Customer's premises to the TTL’s Network and/or the Local Loop(s).
- q. Changes to Service where such changes are initiated at Customer's request.
- r. Periods where Services have been restored by other alternate means.
- s. Downtime is considered if the connectivity is down for more than 15 minutes after the Customer has been issued a complaint number.

SIP Trunk Tariff Enrollment Form

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.
- TTL reserves the right to increase or decrease the tariffs for any of the usage legs by giving written notice of 30 days 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 (within the same SDCA) 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 is 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.
- 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 license 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.
- This plan is not for telemarketing purposes or for call center. If more than 4150 minutes per channel are used in a month or more than 5000 unique numbers are called in a month from all the numbers put together, then the customer will be migrated to Standard plan of Rs. 700 per channel monthly rental with Rs 700 free call value and with tariffs of Rs 0.50 per min for fixed line local calls, Rs. 0.30 for mobile phone local calls and Rs 0.50 per min for all STD calls.**

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. TTL reserves 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: _____

Company Seal _____

Date: _____

For Internal Use

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 'No' is selected then other fields are not required

SPONSORED SIP Trunk Yes No Cost EPABX: _____ Contract Period of Card: _____ Vendor Name: _____
 EBABX Make: _____ Penalty Matrix _____