

Symbios Creations Private Limited (SCPL) – Customer Consent Form

Customer Information		Service Information	
Name		Date of connection	
Address		User ID	
		Geolocation	
		Monthly Rental as per Tarriff Plan	
Mobile No		Tarriff plan	
Email		GST (18%)	
		TOTAL	

ONE-TIME CHARGES (Non-Refundable) *** Charges to be paid within 24 hours after connection						
Installation Charges	Security Deposit	ONU Charges + 18% GST	Type of Device	Device Charges+ 18%	Extra Fiber @Rs.15/meter	TOTAL

By signing this form, the Customer agrees and undertakes the following that:

1. Billing System

- Rental charges are **billed monthly in advance**, with **18% GST added to plan charges**.
- Bills are **generated on the 1st of each month** and are **payable in full**, whether the **service is utilized or remains unused**.
- To avoid charges, **submit disconnection requests** before the **next billing date (refer Clause 8)**.
- Payment due date:** Payment should be made before **the 15th of every month**.
- Late Payment charges**
 - After the 15th: ₹50 late fine
 - After the 20th: Penalty charge of ₹100.

2. Regulatory Compliance

- All Plans and offers are subject to applicable regulations and directives issued by TRAI and DOT.

3. Plan & Policy Updates

- SCPL reserves the right to **modify or withdraw these Terms & Conditions**, including tariff plans, **without prior notice**.
- All updates will be **posted on the official website** and will be considered as read and accepted by the customer.

4. Service Speed Disclaimer

- Speeds up to Termination Point (CPE):** Promised speeds are valid up to the CPE.
- Wi-Fi Speed Variations:** Wi-Fi speeds may vary due to factors such as signal coverage, interference (e.g., building structures, other electronic devices etc), and specification of the customer's device.
- Network Extension:** Outside Symbios' scope. However, if required
 - SCPL assistance available **for extended router configuration: ₹500 (inclusive of GST) per extension**.
 - Customer responsibilities: **Internal cabling, casing and hardware costs**.
 - *Terms & Conditions apply**

5. Device Return Policy (ONU)

- The ONU (Optical Network Unit) provided is on a **"Free to Use"** based upon the mutual agreement that the customer will be using the connection for minimum commitment period of 12 months.
- Disconnection is not allowed during the minimum hire period of 12 months** from the date of connection.
- The ONU must be returned in **good condition** upon disconnection, surrender, or prolonged inactivity.
- If a **12-month commitment is not feasible**, the customer will be required to pay for the ONU (Optical Network Unit) at **the current rates applicable at the time of installation**.

6. Warranty & Replacement of Equipment's

- ONU and CPE's if faulty, will be **replaced free of cost during the minimum hire period of 12 months**; post, the client will have to **purchase at its current rates**.
- Replacement will not be applicable for **equipment's burnt due to power fluctuations**. Customers are therefore advised **to use spike buster** for connecting these devices.
- **Adapters carry no warranty**; the customer will have to pay for the new adapter.

7. Shifting/Transfer of Connection

Subscribers can request a shifting or transfer of their connection, subject to **SCPL's presence and feasibility confirmation**. The following terms apply:

- **A shifting charge of ₹ 500 (inclusive of GST) per transfer**.
- The Subscriber must **preserve the existing hardware provided by SCPL for service resumption**.
- If the new location requires more fiber than the length used at the previous location, additional **charges will apply at ₹15 per meter**.

8. Disconnection Policy

8.1 Temporary Disconnection

- Can be requested by the customer via **written notice or email**.
- Allowed **minimum duration: 15 days, maximum: 60 days**.
- Limited to **two requests per financial year** (April–March).
- **A holding fee of ₹50** will apply, which will be charged during reactivation along with the pro-rata bill. (*Date of activation till the 30th/31st of the billing month*)
- **No refunds or data carry forward** will be provided during the disconnection period.

8.2 Permanent Disconnection (Voluntary)

- Must be requested **via written notice or email**, before the next monthly billing cycle is generated.
- **All outstanding dues** must be cleared.
- Customer must return **rented equipment** in working condition.

8.3 Forced Disconnection

SCPL reserves the right to terminate service without prior notice under the following circumstances:

- **Non-payment** beyond the due date and a **2-month grace period**.
- **Violation of Terms & Conditions**, misuse, or illegal use of service.
- **Fraudulent information** provided during sign-up.
- Such cases may result in **legal action** under applicable laws.

9. Promotional Plans

- Any **introductory or promotional offers** are **one-time onboarding benefits**.
- Such offers are subject to withdrawal without prior notice and are **not applicable upon renewal**.

DECLARATION BY THE SUBSCRIBER

I have read, understood, and accepted the above terms & conditions and shall abide by it. I also understand that SCPL can review this policy at its own discretion from time to time without giving any prior notice to me.

Signatures

Customer Name:
Date:

Authorized SCPL Rep:
Date:

Ways to Reach Us:

Service Calls & Inquiries: ☎ 1 800 120 9737

Customer Support: ✉ support@symbios.in / customercare@symbios.in

Billing Queries: ✉ billing@symbios.in

Local Contact for Billing:

Dimapur/ Assam ☎ 8794039534

Kohima/ Mon ☎ 7085447229

Mokokchung /Zunheboto /Tuensang ☎ 9362417820