



Please affix your recent colour photograph

Sign across the photograph

Application No.: _____

Received Date : _____

Customer ID No.: _____

(To be filled by ZIGGNet Services Private Limited officials)

Please fill this form in ENGLISH and BLOCK LETTERS. All fields marked* are mandatory.

Subscriber Information

Subscriber Information form with fields for Individual/Non-Individual, Name, Billing Address, Landmark, Pin Code, PAN/GIR No., Address of Installation, etc.

For Individual Subscriber / Authorised Person of Organisation

Form for Individual Subscriber with fields for Address Proof, Identity Proof, Date of Birth, Nationality, Mobile No., etc.

For Non-Individual Subscriber

Form for Non-Individual Subscriber with fields for Address Proof, Identity Proof, etc.

Service info

Service info form with fields for Bill Type, Add-on pack / Service, Total Amount, etc.

Payment Details

Payment Details form with fields for Received amount, Paid by, Cheque/DD No., Bank Name, etc.

Declaration (To be filled by individual subscriber or authorised person in case of non-individual subscriber)

Declaration form with text: I/We hereby confirm that the information provided above is true in every respect...

Receipt (For new subscription only)

Receipt form with fields for Application No., Received amount, Paid by, Cheque/DD No., Bank Name, etc.

General Instructions

1. Please use printed Subscriber Registration Form (SRF) only. DO NOT USE PHOTOCOPY. 2. SRF should be filled up in consultation with authorized representative of ZIGGNet Services Pvt Ltd. 3. No subscription amount to be paid to the NIS sales representative, at the time of placing the order. 4. Post placing the order, the subscriber will receive a call from ZIGGNet Services Pvt Ltd for demo appointment and for verifying personal details - name, address, mobile, email ID and tariff plan. 5. The subscriber is required to pay the 'Subscription Amount' as mentioned in the plan details on installation, post successful service demo at the installation location to the authorised ZIGGNet Services Pvt Ltd installation representative only. 6. The authorised ZIGGNet Services Pvt Ltd representative will carry a ZIGGNet Services Pvt Ltd ID card. The subscriber can ask the ZIGGNet Internet Services representative for valid government ID like PAN card or driving license to verify his/her identification. ZIGGNet Services Pvt Ltd will not be responsible for any payment made by the subscriber to any unauthorised person claiming to be a ZIGGNet Services Pvt Ltd representative. 7. The subscription shall remain in force until expiry or termination in accordance with the provision of the Agreement, provided that the subscriber shall continue to remain liable for charges, if any, payable to ZIGGNet Services Pvt Ltd for the services. 8. ZIGGNet Services Pvt Ltd Bill delivery is done as per the option registered by the subscriber: (a) E-copy: Only e-bill shall be sent to the registered E-mail ID. (b) Physical copy: The physical bill shall be sent to the registered billing address. Additionally, e-bill shall be sent to the registered E-mail ID. 9. Please attach self-attested photocopies of supporting documents along with the SRF. 10. These terms and conditions along with the Acceptable Use Policy (AUP), General Terms & Conditions (GTCs) & Product Terms & Conditions (PTCs) displayed at the of first login will govern the subscribed service.

Terms & Conditions

1. Provision of service shall include: a) Delivery of the subscribed service within the stipulated duration, b) Assignment of Internet Protocol (IP) address for accessing the internet c) The IP address provided by ZIGGNet Services Pvt Ltd shall only be used for the purpose it has been provisioned). 2. This service is governed by the provisions of Indian Telegraph Act, 1885, Indian Wireless Telegraphy Act, 1993, and Telecom Regulatory Authority of India Act, 1997 as modified or replaced from time to time. 3. If the subscriber uses this service for internet telephony, then only the following will be permitted: Service to process and carry voice signals offered through public internet by use of Personal Computers (PC) or IP based Customer Premises Equipment (CPE) connecting the following: a) PC to PC; within or outside India, b) PC/a device/adaptor conforming to standards of International agencies like ITU, IETF etc., in India to PSTN/PLMN abroad, c) Any device/adaptor conforming to standards of International agencies like ITU, IETF etc., connected to ISP node with static IP address to similar device/adaptor; within or outside India Addressing scheme for Internet telephony shall only conform to IP addressing scheme of Internet Assigned Numbers Authority (IANA) exclusive of National Numbering Scheme/plan applicable to Basic/Cellular Telephone service. Translation of E.164 number/private number to IP address allotted to any device and vice versa, to show compliance with IANA numbering scheme is not permitted. Subscriber acknowledges that VoIP will not be used in any form other than what is permissible under the internet service license. Subscriber acknowledges that the IP given will not be used for terminating VoIP calls on domestic PSTN network. 4. As per the regulations of telecom authority, if the mobile number mentioned in this SRF is registered under National Do Not Call (NDNC) registry, you will not receive SMSs from ZIGGNet Services Pvt Ltd. By signing this form you explicitly agree and give your consent to receive SMS communication irrespective of your mobile number registration under NDNC registry. ZIGGNet Services Pvt Ltd or its SMS service provider/partners will not be liable for any legal or monetary expenses arising out of these regulations. 5. Use of Service - The subscriber shall use the service in accordance with ZIGGNet Services Pvt Ltd, Acceptable Internet Use Policy ("Acceptable Use Policy"). The Acceptable Use Policy shall mean the current version of ZIGGNet Services Pvt Ltd Acceptable Use Policy provided on its website (As may be changed by the ZIGGNet Services Pvt Ltd from time to time). 6. All plan charges will be charged in advance. 7. Fair Usage limit is applicable on all Unlimited Plans; please check ZIGGNet Services Pvt Ltd website for updated information on FUP limit. 8. Contention ratio is applicable on broadband plans; for more details please refer ZIGGNet Services Pvt Ltd website. 9. Subscriber/Customer Premise Service Equipment (CPE): A) Subscribers may use their own CPEs. However, such CPEs need to be approved by the ZIGGNet Services Pvt Ltd. In case, of such CPEs: A)(i) No rental or security deposit/charges will be applicable. A) (ii) ZIGGNet Services Pvt Ltd would not be responsible for maintenance of such CPE's. b) When CPE provided by ZIGGNet Services Pvt Ltd for provision of services. B)(i) Property in CPE shall always remain vested with ZIGGNet Internet Services and neither the property nor right to use the CPE is transferred to any person in any manner whatsoever. The subscriber to whom the CPE is delivered shall be responsible for safety of and securing any other subscriber as defined in the rate plan towards cost of provision of service so proposed to be provided by ZIGGNet Services Pvt Ltd. B)(ii), Manufacturing defects - No Charges to Subscriber. B)(iii) Repairs due to damage attributable to Subscriber - The repair/service charges shall be assessed by ZIGGNet Services Pvt Ltd and recovered from the Subscriber accordingly, along with applicable taxes, as additional cost of provision of service by ZIGGNet Services Pvt Ltd. 10. Minimum System Requirement/Configuration: (a) PC/Laptops should have minimum, (b) Intel PIV2 GHz or higher processor, (c) 512 MB RAM, (d) Minimum 2GB free Hard Disk space at the time of installation, (e) Operating System: Win 2K, Win XP, Win Vista, Win 7 (f) Ethernet LAN Card/Port (10/100BaseT) with TCP/IP support, (g) Browser Options: IE 6.0 & above, Mozilla Firefox 3.0 and above, Opera or Google Chrome browser. 11. In case subscriber wants to shift to a new location, delivery of connection will be subject to feasibility and shifting charges will be applicable. 12. Exit Policy: In case the subscriber chooses to discontinue after signing the SRF: (a) But prior to service being provisioned due to inability of ZIGGNet Services Pvt Ltd to deliver service within standard delivery period, no charges will be levied to the subscriber. (Standard delivery policy is three days from the date of realization of subscription amount paid). In case of cheque payment, service installation shall take 6-10 working days from cheque submission date, (b) But prior to service being provisioned due to decision of the subscriber, all one-time subscription charges will be applicable, (c) After service provisioning, all one-time, recurring and other charges will be payable as applicable. (d) Any refund, if applicable, will be paid to the subscriber within 30 working days from account termination. Account termination will be done on receipt of CPE by ZIGGNet Services Pvt Ltd in working condition and settlement of all balance outstanding. Penalty/damages, if applicable, will be detectable from the refund amount, towards breach of terms of service. Please refer terms and conditions section on ZIGGNet Services Pvt Ltd website for updated information on refund policy.

Customer Acknowledgment for Tariff Plan

I hereby agree to have understood the Tariff Plan and related charges applicable to me as mentioned below:

Plan Name : _____

Sl.No.	Details	Charges (₹)
1	Plan Charges	
2	Installation Charges - Non Refundable / Refundable	
3	Additional Value Added Service (VAS) - Monthly/Annau/Lifetime	
4	Other (if any) _____	
5	CPE Device	
6	Total	



Customer Hardware Customer Signature _____ Company Hardware Customer Signature _____

Specification _____

- Proration will be applicable for all monthly / quarterly / half-yearly / annual plan charges & free usage in the first bill. Service Tax & other statutory charges extra as applicable.
- All Modem/CPE are a property of ZIGGNet Services Pvt Ltd. In case of service discontinuation, the subscriber shall compulsorily return all the modem / CPE in working condition.
- In the event of subscriber not being able to deliver the modem / CPE to the company, for reasons attributable to their action / account, the modem / CPE would be assumed to be permanently undeliverable to any person including the company. In such as event including a case, where the modems/ CPE are delivered by the subscriber in non - working conditions, ZIGGNet Services Pvt Ltd would charge the subscriber ₹ 2,000 per modem / CPE not returned or returned in non - working conditions towards penalty /damages for breach of the terms of service. This is applicable for all plans.

Other Instruction: _____ Customer Signature & Date: _____

For Office Use

Customer Category* : _____ Verified by : _____

Account Manager : _____ Signature & Stamp* : _____

Installation by : _____

Payment Acknowledge Slip

This receipt is only for new subscription

Pay subscriptions amount after successful demo to the installation representative

Installation Representative ID*: _____

Installation Representative Mobile No: _____

Place* _____

Date* _____

Signature* _____

Please read General Instructions carefully.

