

Tata Communications Internet Access Service Tariff

Tata Communications Internet Access Service will have following tariff components:

1. Annual Port Charges for Internet Bandwidth
2. One time Charges
3. Installation Charges

Other optional Charges:

1. Backup port Charges
2. Bandwidth on Demand
3. Miscellaneous Charges
 - a. Link/Media shifting charges.
 - b. Up gradation/down gradation charges.
 - c. Additional IP address charges.

Annual Port Charges for Internet Bandwidth:

Proposed Pricing Plans for Various Internet Access Services					
	Standard Internet Access (STDIAS)	Premium Internet Access (P IAS)	Shared Internet Access (Sh IAS)	Compressed Internet Access (1:4) (C IAS 1:4)	Compressed Internet Access (1:2) (C IAS 1:2)
Speed	List Price - INR				
2 Mbps	601,920	662,112	481,536	457,459	529,690
8 Mbps	2,200,770	2,420,847	1,760,616	1,672,585	
34 Mbps	5,265,483	5,528,757	4,212,387	4,001,767	
45 Mbps	5,884,332	6,178,549	4,707,466	4,472,093	5,178,212
90 Mbps	11,478,238	12,052,150	9,182,591	8,723,461	10,100,850
STM1	15,531,330	16,307,896			

NOTE:

- a. Standard Internet Access Service & Premium Internet Access Service can be offered to all categories of customers.
- b. Shared Internet Access Service can be offered only to Non reseller category customers. It cannot be offered to ISPs and other authorized resellers.
- c. Compressed Internet Access Service can be offered only to Authorized Reseller/ISP category customers. It cannot be offered to non reseller category customers.
- d. The above pricing will also be applicable for capped and usage based Internet bandwidth given in Tata Communications IDCs across India.

2 & 3. One Time & Installation Charges:

2. For Non - Ethernet Based Interface , INR	
Port Speed	One Time and Installation Charges
2 Mbps	35,000
45 Mbps	150,000
STM1	250,000
3. For Ethernet Based Interface , INR	
FE	125,000 Nil

Note:

- a. For Ethernet (Fast Ethernet) based interface, customer will pay one time charges of Rs. 1.25 Lacks as Ethernet port charges. Please note that the Annual Port Charges for Internet BW shall be in addition to these charges.
- b. Ethernet based Internet Access Service Line shall be offered only for speeds of 2 Mbps and above.

Other Charges:

4. Back-up Port Charges:

- a. **Hot Standby Backup Port Charges :**

If a customer takes secondary hot stand by port for back up, then the charges for back up port shall be as follows:

Proposed Tariff for Secondary Back up Port	
Port Speed	INR , per annum
2 Mbps	60,000
DS-3	90,000
STM-1	100,000
FE	50,000

- b. **Manual Backup:**

For manual back up Rs. 10,000/- per annum shall be applicable

- c. **ISDN Dial Back up charges:**

If a customer takes ISDN dial back up for its INTERNET ACCESS SERVICES from Tata Communications then the charges shall be Rs. 15,000 per annum per 64Kbps.

5. Short-term Bandwidth Charges:

- a. **Short Term BW upgrade:** This service shall be available only for those customers who have an existing circuit with TATA Communications with sufficient last mile speed available at the time customer avails the short term Bandwidth.

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One time: No one Time Charges if last mile is not changing.

Recurring Charges:

Incremental Bandwidth rental charges:

7 Days : 2.00 times of the X charges

8 to 15 Days : 1.75 times of the X charges

16 to 20 Days : 1.60 times of the X charges

21 to 30 Days : 1.50 times of the X Charges

X charges = Differential Bandwidth charges prorated on day basis.

= ((Upgraded bandwidth monthly rentals - Base bandwidth monthly rentals) / 30) * Y

Where Y = no. of days the Bandwidth on Demand option is requested.

- Note:
1. All the fractions are rounded up to the nearest integer value.
 2. The base bandwidth charges shall be payable in addition to the recurring charges as above
 3. The Short term Internet bandwidth can also be given on a prorated basis considering a special case.

b. Short term Internet Access Charges: If a customer wants to take a new Internet Access/ new circuit for a period equal to or less than 30 days then following charges shall be applicable:

- i. One Time & Installation Charges as per Annexure 1 above for Internet Access Service.

Recurring / BW charges as per multiplication factors in 5(a) above.

6. Miscellaneous Charges:

a. Link/Media Shifting charges: If a customer wants to shift the circuit from one location to another location within a city or to some other city:

- i. One time charges shall not be applicable.
- ii. Installation charges as per above shall be applicable.
- iii. **Any third party charges like BSO shall be extra and as applicable and cannot be waived off.**
- iv. **CPEs /converts etc. if required in addition then the charges shall be extra and as applicable.**
- v. In case customer is taking the new last mile from TATA COMMUNICATIONS, then the charges as applicable under TATA COMMUNICATIONS last mile tariff shall be applicable in addition to the installation charges.

b. Up-gradation & Down-gradation Charges:

- vi. For down-gradation of circuit, customer must give one month advance notice as per TATA COMMUNICATIONS contract terms and conditions given under point 9 below i.e. circuit can only be downgraded by giving one month advance written notice after completion of one year on the existing tariff.
- vii. One time charges shall not be applicable.
- viii. Installation charges as per Annexure 1 above shall be applicable only if the last mile is changing. If last mile is not changing and it's only that the modem settings / configuration needs to be changed then installation charges shall not be applicable.
- ix. CPEs/converts etc. if required in addition then the charges shall be extra and as applicable.

c. For additional IP address Rs. 2500 per IP address shall be applicable. Customers who request for Class C (/24) IPv4 pool or above with the applicable commercials, they need to subscribe IPv6 service at the same time, and we will also allocate IPv6 address to them and they need to announce those IPv6 address accordingly. If customer's equipment does not support IPv6, they need to have a plan to upgrade to support IPv6.

7. Terms and Conditions:

- a. One time charge is non-refundable. However, one time charge will be refunded only in case; Tata Communications is unable to provide the services. Also, the customer has to utilize the services within one month from the date of intimation of first demand note from Tata Communications, else the circuit will be deemed as cancelled and one -time charge already collected will be forfeited.
- b. The Installation charge mentioned in 2&3 above are Tata Communications testing and installation charges. BSO charges like installation charge of the local loop, annual rental for local loop etc. will be extra and shall be as per Tata Communications /BSNL /MTNL/other local service provider tariff for last mile.
- c. Contract Period for Tata Communications Internet Access Service shall be as follows :-
 - i. The prices shall remain firm throughout the period of one year.
 - ii. The agreement and any renewals at revised rates, between the customer and Tata Communications shall be binding for a minimum commitment period of One Year (1Year) from the date of commissioning/revision of rates of the circuit. In the event of the customer desiring to terminate the contract or downgrade the circuit before the expiry of the one year period, the customer agrees to Tata Communications as follows:
 - A. The customer will give at least one month advance written notice to Tata Communications of its intention to terminate the contract or downgrade the service.
 - B. The customer agrees to pay to Tata Communications, without demur, an amount equivalent to 100% of the balance minimum commitment period.
 - C. Any change of service which results in lower revenue than the current revenue from this service/circuit shall be treated as down-gradation of service/circuit.
- d. Payment terms for Tata Communications Internet Access Service are as follows: -
 - i. 3 months' advance along with installation charges. Payment for the first 2 months service shall be adjusted against the advance collected as above. Amount equivalent to one month's tariff shall be kept as deposit for notice period. The deposit will not bear any interest.
 - ii. Subsequent payment will be collected in bi-monthly advance.
 - iii. The payment term can also be half yearly advance / annual advance as per mutual agreement between Customer and Tata Communications.
 - iv. Non Payment/delay in payment shall attract late payment fees and/or disconnection of Service.
- e. Tariff as above is Net of Taxes. Service Tax at applicable rates and such other taxes, duties, fees etc shall be payable over and above chargeable tariff.
- f. The Service delivery at any Tata Communications node shall be subject to feasibility of the service.
- g. The provision of Indian Telegraph act 1885 and other related prevailing laws in the country will apply on illegal use of Service.
- h. The Customer of Tata Communications Internet Access Service is not allowed to resell or offer for sale this Service. ISP shall however, be permitted to resell the Service to its customers subject to valid ISP license.

General Terms and conditions as per Tata Communications Customer Order Form and SLA would be applicable.
