

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. Upgradation/downgradation 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	668,800	735,680	53,5040	508,288	588,544
8 Mbps	2,445,300	2,689,830	1,956,240	1,858,428	
34 Mbps	5,850,537	6,143,064	4,680,430	4,446,408	
45 Mbps	6,538,147	6,865,054	5,230,518	4,968,992	5,753,569
90 Mbps	12,753,598	13,391,278	10,202,878	9,692,734	11,223,166
STM1	16,011,680	16,812,264			

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.

2 & 3. One Time & Installation Charges:

2. For Non - Ethernet Based Interface , INR		
Port Speed	One Time Charges	Installation Charges
2 Mbps	25,000	10,000
45 Mbps	100,000	50,000
STM1	200,000	50,000
3. For Ethernet Based Interface , INR		
FE	125,000	Nil
or		
FE	40,000 per annum	

Note:

- a. For Ethernet (Fast Ethernet) based interface, customer can either pay one time charges of Rs. 1.25 Lacks or Rs 40,000/- per annum 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 with in a city or to some other city:

- i. One time charges shall not be applicable.
- ii. Installation charges as per Annexure 1 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. 1000 per IP address shall be applicable.

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.
