

**MANUAL
FOR
CONSUMER'S EDUCATION
AND
PREVENTION OF THEIR
GRIEVANCES**



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1. About the Group

HFCL Infotel Ltd. (Infotel) is part of the HFCL Group and is a subsidiary of Himachal Futuristic Communications Limited. Established in the year 1987, Himachal Futuristic Communications Ltd. has developed a vast base for manufacturing indigenous Telecom equipment in India. It started with manufacturing Transmission Equipment and soon expanded its product portfolio to manufacture Access Equipment, Optical Fiber Cable, Accessories and Terminal Equipment. It also provides turnkey solutions for setting up various types of Telecom Networks.

HFCL is a prominent supplier of Telecom Equipment to the state owned Incumbent Telecom Companies and Private Operators. It provides turnkey services to various telecom operators and public enterprises such as the Indian Railways, Ministry of Defence and other government departments. It has established a diverse customer base.

2. Company Profile:

HFCL Infotel Ltd. (Infotel) is a business venture of the HFCL Group. Infotel is a "Total Telecom Solutions Provider" offering Fixed Line Telephony (Telephone Services), Mobile Telephony, Broadband Services, Customized Data Services and Value Added Services vide License Number:10-15/2004/BS-II/HITL/PUNJAB dated 14th November'2003 issued by the Department of telecommunications, Government of India, New Delhi.

Infotel provides a world class telecom experience when it comes to technology, products, customer services, Launched in Punjab in the year 2000 under the brand name of "Connect". Infotel has set up state-of-the-art network with coverage in over 136 towns of Punjab with an extensive optical fiber network coverage of over 3,500 km. Today, Infotel is one of Punjab's leading private sector Telecommunication Service Providers with an aggregate customer base of 330,000(March 2007).

Infotel Broadband network supports interactive multi media services, and can handle high quality content, high speed internet access and a large number of interactive applications including B2B and B2C e-commerce.

The brand '**Connect**' has created a wide **Public Call Office (PCO)** network across the state of Punjab & Chandigarh. With **45,000 PCOs**, Connect boasts of one of the **largest PCO networks in India** among all private fixed-line service operators in a single circle.

Our Vision-:

'To be the most admired telecommunication and infotainment services brand through innovation and excellence.'

Our Mission-:

"Deliver cutting edge telecommunication and infotainment products & services through convergent digital technologies, ensuring customer delight."

Connect has positioned itself as a '**Total Telecommunication Solution Provider**' and offers a complete portfolio of telecom services along with a host of value added services.

3. Offices:

Corporate Office:

B-71, Industrial Area, Phase VII,
Mohali, Punjab - 160055
Phone No:- +91-172-5090000
Fax: +91-172-5092047

Other Offices:

DELHI

HFCL INFOTEL LIMITED
8, Commercial Complex,
Masjid Moth,
Greater Kailash-II
New Delhi-110 048
Phone No :- +91-11-29226918 / 29228813 / 29228361
Fax: +91-11-29225954

MUMBAI

Office No. 617, Maker Chamber V,
220, Nariman Point,
Mumbai - 400 021.
Phone No: +91-22-66151512, 13, 17
Fax: +91-22-22813737

CHANDIGARH

S.C.O. 350-51-52 Sector 34-A,
Chandigarh - 160034
Phone No :- +91-172-5071094 / 5071048

LUDHIANA

6th Floor, Surya Towers,
The Mall, Ludhiana - 141001
Phone No :- +91-161-5010083 / 5010106

PATIALA

SCO 10, First Floor, Chotti Baradari,
Patiala - 147001
Phone No :- +91-175-5000700 / 5000182

AMRITSAR

SCO 5, District Shopping Complex,
Ranjit Avenue, Amritsar - 143001
Phone No :- +91-183-5094227 / 5094121

JALANDHAR

K.M. Stone 8, G.T. Road,
Paragpur, Jalandhar - 144005
Phone No :- +91-181- 5080244

BATHINDA

II nd Floor, 3038, Sardar Dalip Singh
Ahluwalia Complex, Near New Bus Stand,
Guru kashi Marg, Bathinda - 151001
Phone No :- +91-164- 500 4036, 500 4002/3

4. Coverage Area

Chandigarh:



Punjab:



5. Types of Services:

- 5.1 Fixed Wire Line and Wireless Services
- 5.2 PCO
- 5.3 Broadband
- 5.4 Mobile

5.1 Fixed Line (WLL and WLN):

Home Users:

Get connected with Connect fixed-line telephony and communicate with your family and friends. **State-of-the-art technology gives you crystal clear voice quality.** Add to this customized tariff plans to meet your specific requirements and you have better value for money. Internet-ready telephone connections let you easily exploring the world. Only with Connect can you experience world class telephone services.

Connect provides **24x7 customer care services for every user.** Our customer care is geared up to meet your requirements. We are just a call away from you.

Centrex

A Centrex is a virtual telephone exchange and a more cost effective alternative to an EPABX or Key Telephone System (KTS). When you go in for a Centrex solution, you get telephone lines that can be used as both direct lines - for calls outside your office, as well as extension numbers - for calls within your office. With Centrex your virtual exchange resides in the central exchange of Connect. This intercom dialing can be in the same building, across different locations in the same city or across different cities of Punjab.

Net ready

Connect provides **FREE dial-up internet access** packaged along with your telephone connection. All you need to do is dial 1525 from your dialer. The default username and password is "netready". All you need is a computer and a modem connected with your Connect telephone connection and you are ready to surf the internet. Internet access comes absolutely free and you have to pay only for the time spent online.

STD Facility

Subscribe to any of our Mega Value Plans or Connect India Plan and enjoy STD facility on your Connect telephone **without having to pay any additional security deposit**. What's more, if you subscribe to any other tariff plan, you get STD facility to make calls to the National Capital Region (NCR) including Delhi, Ghaziabad, Noida, Faridabad, Gurgaon, by default. All Connect telephones are NCR STD ready, without any additional security deposit. Simply dial the STD code and the desired phone number to get connected.

Bill Enquiry

Bill enquiry service enables you to know about your outstanding bill amount, due date of payment and last payment received. Dial **1929** for all your bill enquiries.

Customized Tariff Plans

Connect offers a range of especially "Made for you" tariff plans, made keeping your needs in mind. You can enjoy local calls to any phone anywhere in Punjab, STD calls anywhere in India at just 99paise per minute, and what's more, you can now enjoy the cheapest ever call charges when you call your friends and relatives in US & Canada - just Rs. 3 per minute. Choose the plan best suited for your needs and get connected now!

Customer Care / Helpline Numbers

Dial 1920 from Connect Phone Line & 0172-5050505 from other phone Lines.

Do Not Call Registry Number

Dial **1909** from Connect Phone Line.

Business Users:

Connect has provisioned Fiber connectivity to small and large Corporate houses. The uninterrupted service with large centrally administered state-of-the-art digital switches, optical fiber back bone and installation practices ensures high quality voice quality. Our fixed-line telephony and value added services cater to the unique needs of the corporate sector.

Connect provides **24x7 customer care services for every user**. Our customer care is geared to meet your requirements. We are just a call away from you.

Bill Enquiry

Bill enquiry service enables you to know about your outstanding bill amount, due date of payment and last payment received. **Dial Customer Care** for all your bill enquiries.

Centrex

A Centrex is a virtual telephone exchange and a more cost effective alternative to an EPABX or Key Telephone System (KTS). When you go in for a Centrex solution, you get telephone lines that can be used as both direct lines - for calls outside your office, as well as extension numbers - for calls within your office. With Centrex your virtual exchange resides in the central exchange of Connect. This intercom dialing can be in the same building, across different locations in the same city or across different cities of Punjab.

Telemeet

Connect Telemeet is an audio conference service that enables the subscriber to conduct a telephonic meeting with as many participants as he/she wants in a single conference for a desired time and number of participants through web or through a dedicated helpdesk. For every such booking a unique ID is generated, which needs to be dialed by the participant prior to joining the conference.

Customer Care / Helpline Numbers

Dial 1920 from Connect Phone Line & 0172-5050505 from other phone Lines.

Do Not Call Registry Number

Dial 1909 from Connect Phone Line.

Procedure & Formalities:

Shifting of CONNECT Phone

You may request for a change in the location of your CONNECT phone from your existing place to a new place. You may have your phone shifted to another location within the same city keeping the same phone number, or to any other city where CONNECT network is operational, with a changed phone number.

All applicable charges will be payable for the duration of shifting of the phone.

The telephone will be shifted only if technically feasible.

Please call our **Customer Care** for list of documents to be attached with your application.

Application Procedure

To get the phone shifted, submit the completely filled "**Application Form for shifting of Connect Phone**" at our office.

Change of Billing Address

You may request for a change in the address where you want to receive the bills of your CONNECT phone. The new address may or may not be the same as the installation address of your phone.

Application Procedure

Just submit the completely filled up "**Application form of change of Billing Address**" at our office.

Duplicate Bill / Detailed Bill

A duplicate bill is a copy of statement/ summary of the original bill; or an itemized bill that includes the summary sheet as well as the call details of STD/ ISD calls made by you.

The request should consist of:

Your Name; your CONNECT phone number; reason for requesting a duplicate bill; date/month for which the duplicate bill is required; your signature & date.

Application Procedure

To get a duplicate bill, just send us a request in writing to the effect or call Customer Care, after authentication your request will be processed.

Safe Custody

You may get your phone disconnected temporarily for up to 6 months. During this period your phone number would remain reserved with us. This facility can be used when you are going out of station and want to prevent any misuse of your phone.

Please call our Customer Care in CONNECT operated towns. The telephone instrument will remain in your possession. Rentals will be charged in advance for the period of Safe Custody. All VAS subscribed for by you shall be chargeable, unless specifically asked for disconnection at the time of request for Safe Custody.

Application Procedure

Just submit the completely filled up "Application Form for Safe Custody of CONNECT Phone" The application form is available in our office. or reconnection, you will have to submit a request in writing, at our office.

Frequently Asked Questions:

Q1 : What are the various Value Added Services available?

CONNECT offers you a host of Value Added Services which make communication easier, faster and more convenient for you. Please refer to the section on Value Added Services for details.

Q2 : How can I subscribe to these services?

When you apply for a new connection, you can subscribe to these services by filling up the Application Form for Value Added Services. If you want to subscribe to these services after you have already received a telephone connection, then you need to send us a fax at 01725091920 or call our Customer Care in CONNECT operated towns.

Q3 : What are the modes of payment of the bill?

You can pay your monthly bills by Cash / Cheque / Demand Draft / Pay Order/ Credit Card.

Q4 : Where can I make my bill payments?

We have Drop Boxes located at various places throughout the city. You can deposit your Cheque / Demand Drafts and Pay Orders in these. Please do not deposit Cash in the Drop Boxes. CONNECT will not be responsible for any Cash payments made in the Drop Boxes. CONNECT has tied up with various Banks for your convenience. You can deposit your payment in those banks, during normal banking hours. The list of these Banks and the Drop Boxes will be given at the back of your bill for reference.

Q5 : How is the confirmation tone for activation/deactivation of Value added Services different from the busy tone?

The confirmation tone, heard on acceptance of activation or deactivation code for any Value Added Service, will be a series of long beeps or one long beep followed by another. The Busy tone will be a series of continuous short beeps (similar to the type you hear on your phone).

Q6 : Can I get my phone number changed?

No, once you get a phone number, it is permanent and you cannot have that changed. However, under special circumstances, CONNECT may, at its sole discretion, allow a phone number to be changed.

Q7 : Is there any late payment charge?

Yes, in case you make the payments after the due date then late payment charges will be applicable. The details of the same will be given at the back of your telephone bill.

Q8: Can I get a duplicate bill if I misplace the original?

Yes, you can call our Customer Care at 1920 in CONNECT operated towns, and ask them to send a duplicate bill. If you require an itemized bill, you would specifically need to tell our Customer Care Executive about it.

Q9 : Will my telephone number change if I change my house?

If you are shifting in the same city, then the number will remain the same. If you are shifting to another city, then the number will change.

Q10 : What is the technology used by CONNECT?

CONNECT uses Optical Fiber Technology in the state of Punjab, Chandigarh including Panchkula Town. Unlike conventional technologies optical fiber supports Broadband applications, which gives you the advantage of using a single line for all your communication needs. And most importantly, HFCL, Lucent Technologies USA and Huawei Technologies China support it.

Q11 : Can I get the call details of my phone no.?

Yes, you can get the call details of your STD/ISD as well as Local/95 calls. Please contact Customer Care for details.

In addition to giving the best quality of voice to callers, CONNECT also offers a very exciting business opportunity for running Public Call Offices (PCOs) to cater to the demand for long distance calls from the masses across Punjab, to make sure that franchisees of CONNECT PCOs run a successful business and earn well month after month.

How To Subscribe:

You can simply call us at Customer Care if you are calling from a CONNECT line or dial 5050505 from a BSNL line and our sales representatives will get back to you. You could also walk into any of our exclusive showrooms - 'Planet CONNECT'.

5.2. PCO

Public Call Office: :

Connect has created a wide Public Call Office (PCO) network across the state of Punjab and Chandigarh. With 45,000 PCOs, Connect has **the largest PCO network amongst all private fixed line operators** in a single circle in India.

In addition to giving the best quality of voice to callers, CONNECT offers a very exciting business opportunity for running Public Call Offices (PCOs) to the people of Punjab. Connect has helped in generating **self employment to people by offering PCO businesses with a low start-up cost.**

Connect PCO caters to the demand for long distance calls from the masses across Punjab and Chandigarh and offers very attractive earning potential to the PCO business.

To cater to the demands of various segments, CONNECT offers different types of PCOs.

STD/ ISD PCO

Make calls to any phone in India and the world. Experience crystal clear voice quality and uninterrupted connectivity.

Punjab PCO

To call anywhere within Punjab, Delhi and NCR areas of Gurgaon, Faridabad, Ghaziabad and NOIDA.

Coin collection box

Convenience of offering un-manned STD PCO facilities to your customers, Re. 1 coins can be used to make calls to any phone in India or abroad.

Customer Care / Helpline Numbers

Dial 1920 from Connect Phone Line & 0172-5050505 from other phone Lines.

Do Not Call Registry Number

Dial 1909 from Connect Phone Line.

Bench Marks for the Fixed Wireless and Wireline Services:

<u>Basic Services (Wireline)</u>		
S.NO.	Parameters	Benchmarks
1	Provision Of Telephones After Registration Of Demand	100% In <7 Days, Subject To Technical Feasibility
2	No. Of Faults Repaired By Next Working Day	By Next Working Day: >90%, And Within 3 Working Days: 100%
3	Faults Pending For >3days And <7 Days	Rent Rebate For 7 Days
4	Faults Pending For >7 Days And <15 Days	Rent Rebate For 15 Days
5	Faults Pending For >15 Days	Rent Rebate For 30 Days
6	Shifts	95% In <3days
7	Closures	95% In <24 Hrs.
8	Time Taken For Refund Of Deposits After Closures	100% Within 60 Days

<u>Basic Services (Wireless)</u>		
1	% Billing Complaints Resolved Within 4 Weeks	100%
2	Period Of All Refunds/Payments Due To Customers From The Date Of Resolution Of Complaints	<4 Weeks

5.3. Broadband:

CONNECT brings you the best Broadband Products and Services in the market. Come connect with Connect Broadband and experience the super fast Broadband connection.

Connect Broadband is powered by a DSL- Digital Subscribers Line, a modern, secure and reliable technology. DSL connection makes accessing the internet incredibly fast and convenient, up to 50 times faster than dial-up connection. It also allows carrying very heavy files over the internet in a flash.

CONNECT Broadband gives you an internet connection with faster and unlimited downloads & always on with its greater bandwidth. It is compatible with video chat, non stop games, live streaming of TV channels and movie & music downloads.

About DSL Broadband

Broadband Service of Connect is **powered by DSL technology**.

DSL provides lightning-fast speed, secure Internet access and can be delivered to homes and to business premises. It is delivered through a regular telephone line, data rates can vary from 128Kbps to 8Mbps depending on the type and cost of the service subscribed.

Digital Subscriber Line (DSL) technology provides instant Internet and network access at speeds up to 50 times faster than a 28.8Kbps modem on a standard analog phone line. There are no dial-up delays, no irritating busy signals.

With DSL Internet Service you can instantly download graphics, heavy files, large documents, software, photos, email attachments, and much more. It is very apt for **real-time interactive multimedia, broadcast quality video, distance learning, and video-on-demand**. Since DSL Internet Service sends data and voice over the same line, you can talk on the phone while you are online.

With DSL Broadband you are connected instantly and you don't have to dial in for connectivity. Just turn on your PC, open a browser, and you're ready to surf. DSL has the ability to carry additional phone lines and entertainment services using the same pair of wires.

High-speed Internet access through DSL changes your Internet experience completely.

Why DSL Broadband:

DSL Broadband is a **high-capacity and high-speed communication pipeline that is capable of delivering simultaneously, a range of voice, video and data services** to homes as well as offices. It can do this in an interactive and reliable manner through a variety of technologies - cable, telephone lines, satellite, wireless and power lines.

Described by many as the **ultimate medium of the future**, broadband is generally referred to in the context of telecommunications, in which a wide band of frequencies is available to transmit information. Because a wide band of frequencies is available, information can be communicated through two or more signals over a common channel, and sent concurrently on many different frequencies or channels within the band.

The **Broadband technology of communication** allows more information to be transmitted in a given amount of time in much the same way that multiple lanes on a highway allow more cars to travel on it at the same time. The broadness of any Broadband service depends on bandwidth (the number of lanes a particular highway has).

Broadband has acquired great relevance in the context of interactivity, which requires a large amount of data being transferred in two directions, rendering 'narrowband' options slow, inefficient and expensive.

Examples of Broadband services include video conferencing, video on demand and interactivity-driven content of television and the internet.

Items	Dial up	DSL
Speed	Limited speed of upto 56.6kbps made available through a telephone network and a modem	High speed internet speed upto 2Mbps
Time Taken	To download a file of 5MB, a 28kbps dialup connection takes as long as 23-30 min.	Connect Broadband's 2Mbps speed helps in downloading the same 5MB file in less than 2min.
Cost	Rs. 25 - 32 per hour (inclusive of telephony pulses and ISP charges)	You are charged for the usage and not for the time you are connected to the internet.
Technology	Slow speed restricts download time. Exposed cables result in possibility of damage.	Download speed is upto 50 times faster. Underground cables eliminate the chances of damage due to exposure.
Surf & talk	Engage telephone line while you surf on dial-up	Telephone line is free to use while you surf on DSL.
Click & Connect	Chances of connectivity during peak hours are very low. Drawbacks include repeated dialing, disconnection and blocked telephone lines.	Available when you need it. Easy to use, no dialing problems, no disconnections. Single click connectivity.

Home Users:

Connect DSL Broadband is powered by DSL, **the most reliable, secure and fast broadband connection**. Now enjoy video chat, play non stop games, enjoy live streaming of TV channels and download your favorite movies and music at a fast pace.

All of this comes loaded with smart features.

Surf & Talk

Connect Broadband makes it possible to surf & talk. Your telephone line is free to talk while you surf the internet. No more disconnection due to incoming calls or missed call while surfing the internet. With speeds up to 2Mbps and affordable plans, it is the most advanced Broadband service in Punjab.

Speed

Experience Connect Broadband once and it will change your idea of an Internet experience forever. **Lightning fast speeds of up to 2Mbps** will bring everything to your PC in a jiffy. Dedicated bandwidth that will change the way you surf forever, real-time multimedia, MP3, streaming videos are now just a click away.

Click & Connect

Always-on Connect Broadband connection means that the Internet is instantly available anytime on your personal computer. **Switch on the PC, click on the browser and you are connected**. No more modem connections that seem to make you wait forever. No more busy signals and annoying beeps.

Secure

The state-of-the-art technology, infrastructure and extremely **stable & secure network** of underground copper cable lines ensure a robust connection that minimizes the risk of damage. It guarantees an absolutely reliable Internet connection. Besides reliable & latest server technologies, a dedicated port provides complete security for data storage and information exchange through Internet.

Economical

With a range of tariff plans designed to meet specific needs, Connect Broadband is the most affordable way to experience Internet like never before. It comes with one in-built static IP address and you can even configure your own mail or web server without incurring much additional cost. Tariff plans start for as low as Rs. 249/- per month, which includes free telephone calls.

Scalable

Connect Broadband offers you a wide range of tariff plan packages that suit your needs, with the flexibility to upgrade your connection as your personal needs grow. The ease of up-gradation and the price-performance value in each package makes a Connect Broadband connection a very sensible decision.

Customer Care / Helpline Numbers

Dial 1920 from Connect Phone Line & 0172-5050505 from other phone Lines.

Do Not Call Registry Number

Dial 1909 from Connect Phone Line.

Frequently Asked Questions:

Q1. What is Broadband?

Broadband is a high-speed connection to the Internet that is always available to you. It is much faster than a dial-up connection and it enables you to view web content and download files much faster. Besides, broadband is more reliable than a dial-up due to it being a digital service and always-on connectivity. Another feature of broadband is when you turn on the computer, you are connected to the Internet in a click and ready to surf at lightning fast speeds.

Q2. How does DSL technology work?

DSL is an acronym for Digital Subscriber Line - a technology that transforms the simple copper phone line into a high speed conduit for instant transmission of data, information, entertainment and much more. It utilizes more of the bandwidth on copper phone lines than what is currently used for plain old telephone services. The DSL technology uses the frequencies that are above the telephone bandwidth and thus on different frequencies one can talk on the phone and be on the Internet at the same time.

Q3. Why should I choose DSL Broadband?

The fabulous speed and power that makes communication easier than ever before and helps you get the most out of the Internet makes Broadband internet the obvious choice. And if that's not enough, here are some more reasons:

Internet connection on single click.

Always-On. No call charges for just getting connected.

Phone available for voice calls while surfing and no additional telephone connection required for Internet.

Q4. How much does it cost?

It purely depends on your need and usage pattern. Connect offers a variety of plans to suit your needs.

Q5. What is upstream and down stream bandwidth?

Upstream refers to the bandwidth for traffic from the end user PC to the Internet while downstream refers to the bandwidth for traffic from internet to the end user. For Internet surfing, the downstream traffic is invariably much more than upstream traffic.

Q6. What is Symmetric/Asymmetric DSL?

Symmetric DSL refers to DSL technologies that provide the same bandwidth upstream and downstream. E.g. HDSL (High Bit Rate DSL), IDSL (ISDN DSL). Asymmetric DSL is referred to as DSL technology that provides higher downstream bandwidth while lower upstream bandwidth. E.g. ADSL .

Q6. How does DSL work on my existing phone line?

Simply speaking, DSL is a feature that can be added to your existing phone line to deliver much improved value to your Internet experience. Data signals and sound signals travel at different frequencies and the DSL splitter isolates the two signals to put the voice calls on to the telephone and the data traffic on to the PC through the DSL modem/router.

Q7. What is the minimum PC requirement?

Operating System Windows 98 and above

RAM 64 MB or more

LAN Card

Of course, better the PC configuration, the better the performance of graphic-based services like Gaming, etc

Q8. How is a DSL line preferable over an ISDN?

DSL is an option preferred over ISDN for the following reasons:

It is a flexible and easily up-gradeable service.

Availability of speed beyond 128 Kbps

Transmission of data and voice over the same line so you can surf and talk at once.

Q9. How does a DSL compare with a dial up connection?

Firstly, a DSL connection is much faster and more reliable than dial-up Internet. Think of DSL as a big pipe bringing the Internet into your home. Most of us are currently getting the Internet at home through dial-up services.

Q10. How does DSL compare to Internet on cable?

Internet on cable is a shared Network, which means that everybody in your neighborhood uses the same Bandwidth that makes it slow for you, more so during peak times. DSL provides you dedicated bandwidth that ensures that you get the same speed each and every time you launch your browser. Cable connection has security issues since many users are sharing the same link, which is not the case in DSL connections.

Q11. Do I need a second phone line for Connect broadband?

No, you don't! You can surf the net as well as talk on the phone together. That's the unique benefit of Connect Broadband service.

Q12. Why should I choose Connect Broadband?

There are many reasons for you to choose the Connect Broadband service. Here are some key reasons:

A high-speed connection that is always on.

It has a dedicated bandwidth that assures you speeds and you don't share bandwidth with others.

You incur no additional telephone bills for internet usage

You can talk while you surf.

State-of-the-art Infrastructure.

Attractively priced and up-gradable usage plan options

Q13. What is an "always-on" connection?

The single-click Connect Broadband ensures fast connectivity, so your Internet is on and ready when you need it. Connect Broadband facilitates you to establish a dedicated connection between your computer in your home or business location and the Connect Network. This connection can be

established with a simple click of the mouse and only takes 1-2 seconds - so there is no more waiting while your computer gets connected to our network. Unlike Dial Up where you often get a busy tone and get disconnected, DSL connection is assured.

Q14. As a user, my needs keep changing, how does Connect Broadband take care of that?

Connect Broadband offers a flexibility to upgrade your connections as your needs and your business grow. Your investment in our services stands protected!

Q15. Is Connect Broadband available in my area?

The Connect Broadband network is presently available across 108 towns in Punjab and Chandigarh. Very shortly, the service will be available in many more towns across Punjab. For more information, please contact the local Connect offices or call 5050505 from any phone.

Bench Marks For The Broadband Services


<u>Broad Band Service</u>		
1	Service Provisioning/Activation Time	100% Cases In <=15 Working Days(Subject To Technical Feasibility) In All Cases Where Payment Towards Installation Charges & Security Deposit Is Taken And Broadband Connection Is Not Provided Within 15 Working Days, A Credit Of Rs. 10/Day, Subject To A Maximum Of Installation Charge Or Equivalent Usage Allowance Shall Be Given To The Customer At The Time Of Issue Of First Bill
2	Fault Repair / Restoration Time	By Next Working Day: > 90% And Within 3 Working Days: 99% Rebate: (A) Faults Pending For > 3 Working Days And < 7 Working Days: Rebate Equivalent To 7 Days Of Minimum Monthly Charge Or Equivalent Usage Allowance (B) Faults Pending For > 7working Days And < 15 Working Days: Rebate Equivalent To 15 Days Of Minimum Monthly Charge Or Equivalent Usage Allowance (C) Faults Pending For > 15 Working Days: Rebate Equivalent To One Month Of Minimum Monthly Charge Or Equivalent Usage Allowance
3	%Age Of Billing Complaints Resolved	100% Within 4 Weeks
4	Time Taken For Refund Of Deposits After Closure:	100% Within 60 Days
5	Broadband Connection Speed (Download)	Subscribed Broadband Connection Speed To Be Met >80% From ISP Node To User. E % Satisfied With Maintainability

5.4. Mobile:


Welcome to the amazing world of






Now getting in touch with your loved ones will be unique, enjoyable and rewarding. Our host of Value Added Services and range of plans will surely change your idea of going mobile. So keep browsing and learn about this bundle of surprises and prepare for an endless series of discoveries.

With  Call Management Service, you get complete control over all your incoming calls. Discover how.




Voice Mail Service

Divert all your unanswered calls to your Voice Mailbox. Access all recorded messages from anywhere, at any point of time. Voice Mail Service acts as your personal mailbox. Whenever you are not in a position to take a call, Voice Mail Service receives all your calls with your pre-recorded personal greetings. To activate it, just put your  prepaid mobile number in call forwarding option and send a request to 57516.

To activate Voice Mail Service

- **For all calls:** Dial 112 and 57516 and press 
- **For busy calls:** Dial 1218 and 57516 and press 
- **For no reply:** Dial 1224 and 57516 and press 

To deactivate Voice Mail Service

- **For all calls:** Dial 113 and press 
- **For busy calls:** Dial 1219 and press 
- **For no reply:** Dial 1225 and press 
- To check your Voice Mail Box, dial 57515 from your ping prepaid mobile phone.

■ Call Waiting

This feature allows you to talk to two callers at a time without hanging up on either one of them. You may then choose to either:

- Ignore the second call
- Accept the second call yet keeping the first call on wait
- Accept the second call disconnecting the first

To activate Call Waiting Service

- Dial 118 and press ↵
- If you receive another call while being busy on the phone, to accept the second call press ↵
- press ↵ to switch call and keep other party on hold

To deactivate Call Waiting Service

- Dial 119 and press ↵

■ CALL DIVERT/FORWARD

You can choose to divert all your incoming calls to any other local mobile or landline number under the following conditions:

- When busy
- In case of no reply
- All calls

Please follow the simple process indicated herewith to activate this feature on your phone:

Call divert for all calls.

- To activate

Dial 112 and the phone number to which calls are to be diverted with the STD code and press ↵ e.g. 112 and 0172-5090000 or 10 digit mobile number and press ↵.

- To deactivate


Dial 113 and press ↵

Call divert when mobile is busy.

- To activate


Dial 1218 and the desired phone number to which calls are to be diverted.

- To deactivate


Dial 1219 followed by the code and press 

Call divert in case of no reply A.

- To activate

Dial 1224 and the desired phone number to which calls are to be diverted with the STD code and press 



- To deactivate

Dial 1223 and press 

■ 3 Party Conference

Talk simultaneously to two persons on a single line, thus having a conference between three parties.

- Organise a virtual meeting
- Chat simultaneously with your relatives or friends
- Save on time and traveling expenses

To include your second friend in the conversation, just press  key. Once you get the dial tone, dial the phone number of the friend. After he has picked the phone, again press  and dial 3. This will enable all three of you to hear and talk to each other. So go ahead, have a conference without leaving your office or have a fun-filled family call.

Customer Care / Helpline Numbers

Dial 121 from your Ping mobile & 0-98770-12345 from other phone Lines.

Do Not Call Registry Number

Dial 1909 from Connect Phone Line.

6 Value Added Services

Call Management Services:

Caller Line Identification

Malicious Call Identification (MCI)

To activate 1220 + desired phone number
To deactivate Dial 1221

Call Divert in case of no reply

To activate 1222 + desired phone number, wait for confirmation tone.
To deactivate Dial 1223

Three Party Conference PCOs

Chat with two of your friends simultaneously from your Connect phone. Suppose a friend calls you from Delhi, during the conversation you feel that you need to include another friend in the conversation you can do so using this feature.

Hotline -Fixed destination Call

When you lift the handset, automatically a call will be set up to a pre-defined number after a fixed time period. It is a security tool in case of emergencies. No need to dial a frequently called number again and again.

There are some numbers that you call up frequently. Now avail this feature and you will not have to take the pain of dialing the same number several times. Activate this feature and you can get connected to the destination number without dialing it. If you pick up the receiver and do not dial any number for five seconds you automatically get connected to the hotline number. This telephone number can be local, national, international or of any service operator.

Voicemail service

- Divert all your unanswered calls to your voice mail box.
- Access all recorded messages from anywhere at any point of time.

Voice Mail Service acts as your personal mailbox. Whenever you are not in a position to take a call, VMS receives all your calls with your pre-recorded personal greetings.

Automatic Call Back

Now you don't have to waste your time trying to get through a busy number. Many a time when we make a call we get a busy tone at the other end (the phone is engaged) - you keep dialing the same number again & again hoping that the other party will soon be free. Give up this task & make things simpler for yourself - When you get an engaged tone at the other end just disconnect your phone & dial 1228. Now when the other party is free a call is made to you first & then to the number you had dialed earlier & you can complete your call.

Centrex:

Centrex is a virtual telephone exchange and a more cost effective alternative to an EPABX or Key Telephone System (KTS). When you go in for a Centrex solution, you get telephone lines that can be used as both direct lines - for calls outside your office, as well as extension numbers - for calls within your office. With Centrex your virtual exchange resides in the central exchange of Connect. This intercom dialing can be in the same building or across different locations in the same city or across different cities of Punjab.

7. Do Not Call Service

Implementation of National Do Not Call Registry

The Telecom Regulatory Authority of India (the Authority) had issued “Telecom Unsolicited Commercial Communications Regulations, 2007”, on 5th Jun’07 for putting in place a mechanism for curbing the unwanted telemarketing calls. The Regulation prescribed a three months time frame to establish a National Do Not Call Registry (NDNC).

1. For the implementation of the Regulation, the Department of Telecom (DoT) has authorized NIC for installation, operation and maintenance of NDNC Registry.
2. DoT also issued guidelines on 6th June, 2007 to the existing telemarketers to get themselves register with the DoT through their telecom service providers by 31st August, 2007.
3. It was envisaged that the NDNC registry would be implemented in three phases:-
 - i. Online registration of the telemarketer
 - ii. Registration of telephone users not wanting commercial calls/unwanted calls with their respective telecom service providers so that unsolicited calls are stopped after 45 days of their registration with Telecom Service Providers.
 - iii. Telemarketers to first check their subscriber calling list with the National Do Not Call Registry, so that such registered numbers are not sent the unsolicited commercial communication.
4. In the first phase of implementation the NIC has designed an Online Registration Module for telemarketers. As on 07.09.2007 about 14750 telemarketers having around 4,50,000 telephone lines have already applied with various telecom service providers for getting themselves registered with DoT. The telecom service providers are in the process of verifying these telemarketers.
5. In the second phase of implementation the registration of subscribers for NDNC has commenced. The registration is being done through their respective service providers. The Authority had issued an advertisement to this effect in the leading national dailies on 27th August, 2007. In this regard, a meeting was held by TRAI on 5th Sept. 2007 with all the service providers, wherein they have confirmed that the Do Not Call registrations have been started. The details of call center number/SMS number on which the registration can be done are being given on the website of HITL <www.ndncregistry.gov.in>.

6. Once a telephone number is registered, it will take about 45 days for this mechanism to come into effect.

7. In the third phase of implementation the NIC has prepared a scrubbing module and Authority is in a process of validating it. Once this module is functional, the Authority would ask all telemarketers to get their calling list scrubbed through this module and telemarketers will be able to call only those numbers which are cleared by NDNC Registry.

Objective:

The primary objective of the National Do Not Call Registry (NDNC Registry) is to curb Unsolicited Commercial Communication (UCC). UCC has been defined as "any message, through telecommunications service, which is transmitted for the purpose of informing about, or soliciting or promoting any commercial transaction in relation to goods, investments or services which a subscriber opts not to receive, but, does not include, any message (other than promotional message) relating to a service or financial transaction under a specific contract between the parties to such contract; or

- (i) any messages relating to charities, national campaigns or natural calamities transmitted on the directions of the Government or agencies authorized by it for the said purpose;
- (ii) messages transmitted, on the directions of the Government or any authority or agency authorized by it, in the interest of the sovereignty and integrity of India, the security of the State, friendly relations with foreign States, public order, decency or morality."
- (iii) The NDNC Registry will be a data base having the list of all telephone numbers of the subscribers who do not want to receive UCC. After the establishment of NDNC registry, Telephone subscriber (Landline or mobile) who does not wish to receive UCC, can register their telephone number with their telecom service provider for inclusion in the NDNC. Telecom Service Provider shall upload the telephone number to the NDNC within 45 days of receipt. The Telemarketer will have to verify their calling telephone numbers list with the NDNC registry before making a call. An amount of Rs 500/- per call/message has been prescribed to discourage telemarketers who make calls to numbers registered in Do Not Call list. The defaulter telemarketer will face disconnection of telecom service

Registration Process:

The promotional calls on your phone, which includes schemes/offers on timely basis, can be restricted by just dialing **1909** or our customer Care Numbers **5050505** and **1920**.

Register yourself with your connect number. Your request would be implemented within 48 hours from the date of registration.

Customer can register for the Do Not Call Service from our web site or contacting the customer care numbers. Your telephone number will be forwarded to the NDNC Registry for informing to the Telemarketers as prescribed by TRAI. Details can be viewd at our web site or TRAI web site.

8. Redressal of Consumer Grievances

(a) Registration of complaints

HFCL Infotel has centralized call centre (customer care centre) for whole of Punjab and toll free help line numbers on which customers can lodge their complaints and ask for the unique number or docket number of the complaint. Customer care executive listens to the complaint of the customer and tries to resolve the complaint on line if possible otherwise issues a docket or unique reference number with a promise to address the complaint within 24 hrs. In case if there is such a fault which requires replacement of the cable or any equipment it is redressed within 3-working days.

(b) Redressal of Consumer Grievances by Nodal Officer

In case customer is not satisfied with the redressal of his grievance by the call centre, the customer can approach the Nodal officer by a letter in writing, or through telephone, or web based online filing of the complaint .In an emergent situation a customer can approach and contact the Nodal officer at the first instance to redress the grievance. The Nodal officer is available as per details below:

Nodal Officer :

Name : Manager Customer Care
Contact Number: 0172-5013040
Email : nodal.officer@infotelconnect.com
FAX : 0172-5091920

(c) Handling of complaints by the Nodal officer:

Name : Mr. Sachin Biala
Contact Number : 0172-5013040
Email : nodal.officer@infotelconnect.com
FAX : 0172-5091920
Address: HFCL Infotel Ltd
B-71, Phase-VII, Industrial Area
Mohali-160055

Details of the Nodal officer are available on each bill and also on the web site.

1. Nodal officer will register each and every complaint lodged by the customer and if required will communicate ,within three days from the date of registration of the complaint a unique complaint number to the customer.
2. Nodal officer after taking the remedial measure for the redressal of the grievance or the decision thereon,intimate ,within the time limit of 10-working days to the customer.Normally the Nodal officer tries to address the complaint and resolve within the shortest time possible before the prescribed time limit.

(d) Appeal to the Appellate Authority of HFCL Infotel

As per clause(a)or clause(b) of sub regulation(3)of regulation 1, HITL appointed the Appellate authority in the Punjab Service Area as detailed below:-

Name : Mr. Raman Jham
Contact Number : 0172- 5013060
Email : appellate.authority@infotelconnect.com
FAX : 0172- 5092100
Address: HFCL Infotel Ltd.
B-71, Phase-VII, Industrial Area
Mohali-160055

The details of the Appellate Authority are duly provided on the bills and the web site and duly publicized through print media and at POS.

1. Incase a customer is not satisfied with the redressal of his grievance by the Nodal Officer or his complaint remains to be redressed or no reply is received within 10-days, such customer or subscriber may in writing make an appeal to the appellate authority of HFCL Infotel for redressal of his grievance.
2. Every appeal to the HFCL Appellate Authority shall be made in duplicate in the form as prescribed in the annexure-1.
3. Every appeal shall be filed within three months after the expiry of the time limit of ten days prescribed for Nodal officer. The Appellate Authority can entertain the appeal even after the expiry of the three months time period depending upon the merit of the case.
4. The forms of appeal are available at all the point of sales and on the web site free of cost.

(e) Disposal of appeal by the Appellate authority:

1. Every complaint is registered by the secretariat of the Appellate Authority and sends an acknowledgement within three days to the appellant indicating the reference number of the appeal registered.
2. The Appellate Authority shall ask for the details from the concerned department of HFCL Infotel for addressing the grievance and after examining the details will take required decision for the disposal of the appeal.
3. The Appellate Authority shall on receipt of the reply from the concerned department of HFCL and the customer or appellant on the basis of the documents or records available and after conducting such enquiry and give an opportunity to the appellant to present his case personally or in writing dispose off the appeal by passing an order in writing and stating therein the points for determination, the decision thereon and the reasons for the decision.
4. The Appellate Authority shall decide every appeal within three months from the date of filling the appeal and pass an order in accordance with the provisions of sub regulation(7) of TRAI regulation .
5. The order of the Appellate Authority will be communicated to the appellant in writing within seven days of the order to the appellant.
6. **HFCL Infotel** shall provide the relief or implement the order of the Appellate Authority within fifteen days of the issue of the order.
7. The Appellate Authority may decide any appeal with the consent of the **HFCL Infotel** and the appellant at any stage of the proceedings and as such appeal shall be treated as decided with the mutual consent of the parties.
8. HFCL Infotel Appellate authority will display on its web site the status of all the appeals as prescribed by TRAI Regulation, 2007(3 of 2007)

9. Right of Consumer for Termination or Disconnection of the Service

1. As per the terms and conditions as mentioned in the Subscriber agreement Form (SAF) of the Company, either party shall have the right to terminate the Agreement with or without assigning any reason (whether with or without cause) by giving 7 days prior notice in writing. The subscriber should give the termination notice in writing and duly received by CONNECT. Unless due to some unforeseen/exceptional circumstances, the money deposited by the subscriber shall be refunded as per the TRAI guidelines. But this refund is subject to terms of this agreement.
2. Notwithstanding anything contained herein above, CONNECT shall be entitled to immediately terminate this Agreement and the Services to be provided therein if
 - (i) The Government or the Authority suspends, terminates, nationalizes or takes over the license or the Services temporarily or otherwise,
 - (ii) At any time the subscriber fails to satisfy the requisite credit checks or provides fraudulent information to CONNECT pursuant to which Services have been provided.
 - (iii) The subscriber fails to pay its subscription or the Charges due.
 - (iv) If the subscriber is in breach of any of the terms of this Agreement and the subscriber does not remedy the breach within seven (7) days of the receipt of a written notice from CONNECT specifying the breach,
 - (v) CONNECT ceases to make the network available for any other reason.
3. The Agreement may also be terminated at the option of the either party on the happening of the following events;
 - (i) If either of the party is declared insolvent or bankrupt or is liquidated or is in the process of being liquidated or if being a firm is dissolved.
 - (ii) If a trustee or a receiver is appointed to take over the assets of the either party.
 - (iii) If the Government or the Authority requires any provision of this Agreement to be revised in such a way as to cause significant adverse consequences to any of the parties
 - (iv) The conditions or consequences of Force Majeure continue for such length of time that further performance of the Agreement would be commercially frustrating.
4. Termination of this Agreement under the preceding provision shall be without prejudice to and in addition to any right or remedy available to the terminating party under the applicable law or statute.
5. If the subscriber cancels his service order after work has been started on the provision of the service, the subscriber shall reimburse CONNECT for the cost of such work. CONNECT

- may alternatively deduct these costs from any advance payment or deposit which the subscriber may have paid towards the provision of the service or from any other entitlement due to the subscriber from the company.
6. In the event of termination of the Agreement for any reason whatsoever, CONNECT shall be entitled to recover all outstanding charges and dues from the subscriber along with the CPE.
 7. If the Agreement is terminated for reasons of wrong, incorrect or fraudulent information provided by the subscriber, CONNECT can all its discretion, terminate the Agreement and recover all dues without any liability on CONNECT.

If the subscriber cancels his service order after work has been started on the provision of the service, the subscriber shall reimburse CONNECT for the cost of such work. CONNECT may alternatively deduct these costs from any advance payment or deposit which the subscriber may have paid towards the provision of the service or from any other entitlement due to the subscriber from the company.

10. Provisions of Regulations relating to the Rights of the Consumers

The subscriber falling with the definition of Consumer under section 2 (d) of the provisions of the Consumer Protection Act has also got the right to file a Consumer Complaint under Section 12 of the provisions of the Consumer Protection Act (68 of 1986) 1986 for the deficiency in the service provided by the Service Provider before the appropriate Consumer Dispute Redressal Forum

11. Duties and Obligations of the Service Provider

The service provider shall ensure that

1. There will be no Migration fee for migrating to any tariff plan.
2. There will be no increase in any item of the tariff for six months from the date of enrolment under a tariff plan.
3. No charge will be levied for any service without the subscriber's consent.
4. Refund of the security deposit for providing telephone connection service will be made within sixty days of closure of the telephone connection. After sixty days interest @10% will be paid for the delayed period.
5. Model calculation of financial implication of tariff plans are available under 'Product & Services' heading in the respective product website.

FORM for Appeal to Appellate Authority

(See regulation 11 of the of Telecom Consumers Protection and Redressal of Grievances
 Regulations, 2007}
 Appeal under regulation 11 of the Telecom Consumers Protection and Redressal of Grievances
 Regulations, 2007 to the appellate authority
 Appointed by HFCL INFOTEL, B-71, Phase-VII, Industrial Area, Mohali

1. The Name, Address, Telephone Number, Facsimile number and the e-mail address of the Appellant.	
2. Telephone Number or Cellular Mobile Telephone Number or Broadband Connection Identity, as the case may be, for which appeal is filed	
3. The name of the city /district of the origin of complaint	
4. The name of the State or licensed service area, as the case may be, of the origin of complaint.	
5. Nature of Complaint (specify, whether complaint relates to Provisioning/ Activation/Billing/ Fault- Repair /Service disruption /disconnection of service/ Value Added Service / Closure / Termination or specify if any other).	
6. The docket number allotted by the Call Centre at the time of lodging complaint under clause (a) of sub-regulation (1) of regulation 4 and date of lodging the complaint with the Call Centre.	
7. The unique complaint number communicated by the Nodal Officer under clause (c) of regulation 8, and date of lodging the complaint with the Nodal Officer.	
8. Date of decision of the Nodal Officer and decision intimated by the Nodal Officer 20 under clause (d) of regulation 8, if any	
9. Statement of Facts relating to grievance or appeal:(attach separate sheet signed by Appellant if required)	
10. Grounds of Appeal: A full description of the matter, which is the cause of the grievance, including copies of any relevant and supporting documents, if any, and the relief claimed in Appeal (attach separate sheet signed by Appellant if required).	
11. A statement to the effect that same subject matter or issue, for which an appeal has been filed under these regulations, is not covered in any proceedings before any court or tribunal or under the Consumer Protection Act,1986 (68 of 1986) or any other law for the time being in force.	

12. Details of any other relevant material or document	
13. Whether the Appellant requests to grant him exemption from appearing in person and decide the appeal on the basis of information, document or record filed by him.	

Note:

Please download the Appeal Form from the main page of our website www.infotelconnect.com

Form for verification

I, _____ (name in full and in block letters), the appellant, son/daughter of _____ do hereby declare that to the best of my knowledge and belief, the information given in this appeal and the annexure and statements accompanying the appeal are correct, complete and truly stated.

.....
Signature of appellant
(Name of appellant).....
(Specify status of the appellant, whether a company/firm/society/ individual/ others
.....)

Note1. The Form of appeal, grounds of appeal and the Form of verification appended shall be signed by the appellant.

Note2. The appellant shall submit in duplicate the appeal in this Form.