



**Manual of Practice for Handling Customer Complaints  
- Reliance Mobile, Reliance Hello, Reliance Phone and  
Reliance Broadnet**

**IN CASE OF CONFLICT BETWEEN THE TERMS AND CONDITIONS HEREOF AND THOSE CONTAINED  
IN THE CUSTOMER APPLICATION FORM (CAF), THE TERMS AND CONDITIONS HEREOF SHALL  
PREVAIL**

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**1. Name & address of the Service Provider**

**Name : Reliance Communications Ltd.**

**Registered Office : H Block, 1<sup>st</sup> Floor, Dhirubhai Ambani Knowledge City,  
Navi Mumbai- 400710**

**Name & address of the Service Provider for Broadband Internet Access Services**

**Name : Reliance Communications Infrastructure Ltd.**

**Registered Office : H Block, 1<sup>st</sup> Floor, Dhirubhai Ambani Knowledge City,  
Navi Mumbai- 400710**

## **2. General Terms & Conditions**

### **2.1 Agreement & Terms and Conditions – General for subscription to Telecom Services**

#### **2.1.1. Definitions**

“Authorities” shall mean the Government of India, Ministry of Communications and Information Technology, Department of Telecommunications (DoT), Telecom Regulatory Authority of India, Telecom Dispute Settlement Appellate Tribunal, the relevant State Government or other statutory and local authorities, tribunals, etc. as the case maybe.

“Charges” shall include fees, charges, rates, taxes, levies, penalties, fines for providing the Services to the Subscriber pursuant to the Subscriber enrolling for subscription to the Services as per the rates set out in the Tariff published by the Company from time to time, including charges for services availed through the Company Network on correspondent networks.

“Company” shall mean Reliance Communications Limited, having its registered office at ‘H’ Block, 1st floor, Dhirubhai Ambani Knowledge City, Navi Mumbai - 400 710 and its successors and assigns.

“Customer or Subscriber” shall mean any person, company, proprietorship or partnership firm, any other association of person or entity of whatever nature, who has subscribed for Services and include Subscriber's heirs, executors, administrators, successors and permitted assigns.

“License Agreements” shall mean the license granted by DoT to install, maintain and operate Services vide license agreement executed between the Company and DoT or RCIL and DoT, as the case may be.

“Network” shall mean Company's and/or RCIL's telecommunications network through which Services are made available.

“Service(s)” shall mean telecommunication services which can be offered, under Licenses obtained by the Company and/or RCIL, through their Network.

“Subscriber Equipment” means any compatible telephone instrument necessary for connecting to the Network in order to avail the Services and approved for use by the Company, whether owned or not by Subscriber. It is also referred to as handset.

“Tariff” shall mean any tariff for Services including but not limited to the fees, charges and related conditions as notified and published by the Company and/or RCIL, from time to time for providing the Service, including the Prepaid Tariff or Postpaid Tariff.

“RCIL” shall mean Reliance Communications Infrastructure Limited, a company incorporated under the Companies Act, 1956, having its registered office at H – Block, 1<sup>st</sup> Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai – 400 710, India and its successors and assigns.

“RELIANCE RUIM Card” shall mean the Removable - User Identification Module Card bearing a unique Mobile Number for use with the Subscriber Equipment.

#### **2.1.2. Provision of Services**

i) Services shall be available to the Subscriber in the Telecom Circle where the Subscriber has registered for Services. The Subscriber can also avail the Services in other Telecom Circles, where the Company has been licensed to provide the Services, while roaming in such Circles. The Services as aforesaid, shall be provided in accordance with the conditions and the Tariff published from time to time. The Services shall at all times be subject to Force Majeure

conditions including but not limited to acts of God, fires, strikes, embargoes, war, insurrection, riots, civil disorder, earth quake and other causes beyond the reasonable control of Company including atmospheric/topographical hindrances.

ii) The Company may temporarily suspend whole or part of the Services at anytime without notice, if the Network fails or requires modification or maintenance.

iii) These terms and conditions shall become effective upon the Company, at its sole discretion, after accepting the Customer Application Form. Acceptance of the Customer Application Form by the Company, is conditioned upon due verification of the same. These terms and conditions shall continue to remain in force, until termination of the Services

iv) The Company reserves the right to reject any Customer Application Form, for any reason without any liability whatsoever. The information provided by Subscriber/gathered by the Company shall become the Company's property even if the Customer Application Form is rejected.

### **2.1.3. Terms and Conditions for handsets**

The Subscriber agrees to the following terms and conditions in respect of the handset purchased by the Subscriber for availing the Services mentioned herein:

i) No Exchange, No refund – There shall be no exchange of the handset provided by the Company nor will Subscriber be entitled to any right to claim refund in respect of the value of the handset.

ii) The warranties on the handset shall be those given by the manufacturer of the said handset.

iii) The software in the handset is given to the Subscriber only on a Right to Use basis. The software has been configured to access the Network of the Company only. The Subscriber will be entitled to use all the software in the handset for the sole purpose of accessing the telecommunication service of the Company. The Subscriber shall not modify, alter, hack, decompile, reverse engineer, disassemble, erase or manipulate the software in the handset in any manner for any reason whatsoever including without limitation for accessing the telecommunication services of any other service provider. Any such act is illegal and the Subscriber may be liable for all consequences, which may include penal consequences. Under no circumstance the Subscriber shall use the handset to access the telecommunication services of any other service provider/telecom operator.

iv) In the event, the Subscriber transfers the title in the handset to any person, the Subscriber shall notify such person of the above conditions.

v) The Subscriber acknowledges that the above conditions are an integral part of the terms and conditions in the view of the special privileges. By accepting the handset, the Subscriber is deemed to have accepted the above terms and conditions.

### **2.1.4. Rights and Liabilities of the Company**

i) The Company shall be responsible for providing the Services to the Subscriber subject to the terms of License and terms and conditions mentioned herein.

ii) In any event, the maximum overall liability of the Company in contract, tort or otherwise, shall be to refund the amount of security deposit, after adjusting the Charges due from the Subscriber. Without prejudice, in no event shall the Company, its officers, employees,

directors, representatives and assigns be liable for any direct, indirect or consequential damages, costs, expenses or losses of whatsoever nature, including but not limited to, loss of profit or loss of business pertaining to the provision of the Services to the Subscriber.

iii) The Company shall not be liable for any act of commission or omission of any third party/supplier/manufacturer/agency/company offering any privilege or benefits to Subscriber without express permission or authority of the Company.

iv) Subscriber shall without any objection accept the telephone number allotted by the Company. The discretion with regard to the choice of number to be allotted shall solely and absolutely vest with the Company. The telephone number remains the exclusive property of the Company, the Subscriber being licensed to use it to obtain access to the Network and shall be deemed to have been returned by the Subscriber on the termination/discontinuation/surrender of the Services.

v) The Company is entitled to change, vary, add, withdraw any Services and/or change, vary, add, alter, delete, withdraw any/all Charges, discounts, surcharges, Tariff, etc. at any time in its sole discretion for one, more or all of its Subscribers, except in the case of discounts or other special benefits or schemes/plans announced by the Company from time to time and which are valid for specified periods

vi) The Company shall have the right to transfer or assign and/or delegate all or part(s) of its obligations, rights and/or duties under these terms and conditions to any party. Such transfer/assignment shall release the Company from all liabilities under these term and conditions.

vii) Privacy of communication is subject to regulations of the Authorities and Government, the terms of the License Agreement of the Company and other statutory and regulatory factors. The Company may be required to disclose any information or particulars pertaining to the Subscriber to any Authority, statutory or otherwise, including but not limited to, any security agencies and reserves the right to comply with the directions of such Authorities at its discretion and without intimating the Subscriber.

viii) The Company reserves the right to seek / verify particulars provided by the Subscriber to the Company, in any manner without notice or intimation.

ix) The Company's telephone connection is non-transferable unless and until the Subscriber seeks prior permission from the Company for intended transfer and complies with the formalities of the Company.

x) The Company shall, unless the Subscriber indicates otherwise, send promotional materials to Subscriber via electronic media (which includes text messages and emails), mailers and voice.

xi) The Company shall not be responsible for any civil or criminal liability incurred by the Subscriber due to any misuse of the Service provided by the Company i.e. any acts of the commission or omission by the Subscriber or third party.

xii) The Company's contractual rights and remedies, as well as those available at law or equity are independent and cumulative.

#### **2.1.5. Warranties, Rights, Obligations and Liabilities of the Customer**

i) Subscriber is not entitled to transfer or assign its obligations and liabilities under the terms and conditions to any other party under any circumstances, without prior permission of the Company. Any transfer affected in contravention of the express terms contained herein, shall

not absolve the Subscriber of its duty towards the Company for Charges levied against the Subscriber.

ii) The Subscriber shall not use the Services for any improper, immoral, unlawful, or abusive purpose or for sending obscene, indecent, threatening, harassing, unsolicited messages or make any call or calls affecting/infringing upon National or Social Interest, nor create any damage or loss to Reliance or its Network or Subscribers or any other person, natural or legal whatsoever. Any such misuse shall under no circumstances be attributed to the Company and the Subscriber shall be solely responsible for such acts. The Subscriber hereby agrees to indemnify and hold harmless the Company and its agents and franchisees from all suits, costs, damages or claims of any kind arising out of any act or omission or misuse of the Services by the Subscriber or any other person with or without the consent of the Subscriber.

iii) All taxes present and future and any other additional tax/cess/duty levied by Authorities etc. shall be to the account of Subscriber.

iv) Subscriber shall remain liable for all applicable Charges during temporary suspension/discontinuation of Services. Reconnection of the Services shall be at a cost, as decided by the Company from time to time.

v) In the event of there being any deficiency in the Services, the Subscriber shall within a period of seven (7) days of the occurrence of the deficiency intimate the Company and there upon the Company shall endeavor to rectify the same in a reasonable period.

vi) Subscriber selects the Company as its National Long Distance/International Long Distance service provider unless specified otherwise. In case the Subscriber chooses another carrier for its National Long Distance/International Long Distance services, the Company shall be entitled to levy additional charges on the Subscriber, depending on the applicable regulations and the Company's policy.

vii) The tariff / charges for voice as well as other services are based on prevailing regulation, interconnect regime and interconnect arrangements entered into with other telecom service providers at the time of presentation of the Customer Application Form. In case of any change in these arrangements, additional applicable charges shall be payable by the subscriber.

viii) Certain Services may have specific terms and conditions applicable to them. The Subscriber hereby confirms that the Subscriber will be bound by these terms and conditions, in addition to such specific terms and conditions.

ix) Subscriber shall pay all Charges in full without any deduction, set off or withholding, in respect of the Services availed whether or not authorized by the Subscriber.

x) Subscriber shall deposit with the Company as refundable or non-refundable, as applicable, deposits such amount(s) as the Company may determine from time to time. The Company reserves the right to forfeit/adjust/apply refundable deposit amount in full or part for the satisfaction of any sums due from the Subscriber to the Company at any time. Subscriber shall continue to be liable for balance, if any. No interest will be paid on any deposit.

xi) Subscriber shall pay all the costs of collection of dues, legal expenses etc. with interest should it become necessary to refer the matter to a collection agency or to legal recourse to enforce payment.

**2.1.6. In terms of the circular issued by Department of Telecommunications (DoT), Subscriber is required to submit the proof of identity and proof of address.**

i. For proof of Identity :

A self attested photocopy of any photo identity card such as Driving License, Passport, Income Tax PAN Card, Arms' License, Photo Credit Card or any other form of identity proof issued by the Government that bears the photograph of the Subscriber.

ii. For proof of Address :

A self attested photocopy of proof of address such as Ration Card, recent Telephone bill, recent Electricity Bill, recent Bank Statement., etc. If the proof of identity also carries the right address, then no separate proof of address is required.

iii. In the absence or non-verification of any of the documents provided by the Subscriber, Company has a right to refuse/discontinue the Services without any recourse to the Subscriber.

### **2.1.7. Suspension/Termination/Discontinuation of Services**

i) Service quality, functionality, availability and/or reliability may be affected and/or the Company is entitled to, without any liability, refuse, limit, suspend, vary, disconnect and/or interrupt the Services, in whole or in part, at any time in its sole discretion with respect to one/all Subscribers, without any notice for any reason and/or due to various factors including but not limited to

- a) Changes in the law, rules, regulations or orders, directions, notifications etc. by the Authorities
- b) Transmission limitation caused by physical obstruction, geographic, topographic, hydrological, meteorological and other causes of radio interference or faults in other telecommunication networks to which the Network is connected
- c) Force majeure circumstances
- d) Any discrepancies/wrong particular(s) provided by Subscriber

ii) In case of misuse of Services or breach of any terms and conditions by the Subscriber or use of Services by the Subscriber in such a manner that it violates any laws or adversely affects or interferes with the Company's Services, Company shall give notice of five (5) days to the Subscriber to remedy the breach. In case the Subscriber fails to remedy the breach within the notice period, the Company is entitled to discontinue the Services without any further notice.

iii) In other cases, the Company at its sole discretion may suspend/discontinue the Services by giving reasonable notice to Subscriber in such form as maybe decided by the Company.

### **2.1.8. Validity**

i) The validity construction and performances of terms and conditions herein shall be governed by and interpreted in accordance with the laws of India and the Company and Subscriber agree to submit to the exclusive jurisdiction of the Mumbai courts.

ii) Should any provision of herein be or become ineffective or be held to be invalid, this shall not affect the validity of the remaining provisions hereof.

iii) Unless otherwise expressly stated, the terms defined in these terms and conditions, include the plural as well as the singular, masculine as well as feminine and natural person is deemed to include any company, partnership, joint venture, association, corporation or any other body or government agency.

iv) These terms and conditions read with the terms and conditions of the Customer Application Form and the special Tariff terms and conditions if any, is the complete understanding between the Company and Subscriber hereto and it supersedes all prior understanding whether oral or written and all representations or other communications between the Company and the

Subscriber hereto. In case of any discrepancies between these Terms & Conditions and the Customer Application Form/Tariff, the former shall prevail.

v) These terms and conditions are subject to the Indian Telegraph Act of 1885, the rules and regulations framed there under and any statutory modifications or re-enactment for the time being in force and also subject to the statutes, rules and regulations and guidelines as may be in force from time to time.

vi) Unless otherwise specifically provided in writing by the Company, no delay or failure to provide Services or to exercise any of its rights shall impair such right or shall be construed to be a waiver by the Company.

## **2.2 Terms & Conditions of Prepaid Services**

The terms and conditions mentioned herein shall form part of the Customer Application Form (CAF) signed by the Subscriber and shall be binding on the Subscriber.

### **2.2.1. Prepaid Tariff Plan and Recharge Vouchers**

i) Wherever applicable, the Company shall provide a RELIANCE RUIIM Card (free of cost returnable) for availing the Services.

RELIANCE RUIIM Card replacement for any reason will be subject to written request, payment of applicable processing fee and administrative charges, Subscriber verification by the Company and the systems acceptability.

PIN (Personal Identification Number) a four/six digit number associated with RELIANCE RUIIM Card is disabled by the Company i.e. whenever the Subscriber Equipment is switched on, it will automatically log on to the Network. In case PIN is enabled by the Subscriber and wrong codes are used by the Subscriber, the RELIANCE RUIIM Card will get blocked.

The Company may replace the RELIANCE RUIIM Card, as soon as it is reasonable and practicable subject to payment of applicable processing fee and administrative charges and compliance of such formalities by the Subscriber, as may be prescribed by the Company.

The Company will not be liable for any lost/misplaced/stolen/damaged RELIANCE RUIIM Card nor will entertain any claim for refund or of any other liability arising out of the said loss/misplacement/damage of RELIANCE RUIIM Card or otherwise.

The phone number shall always belong to the Company. RELIANCE RUIIM Card shall be returned by the Subscriber upon termination/ disconnection / deactivation / temporary suspension of the Services. The Subscriber shall have no right to the same, at any point of time, for any reason what so ever. The Subscriber will fully and completely comply with it, without any condition.

ii) The Subscriber shall purchase Recharge Vouchers from the Company/Agent/Retail Outlets/Franchisees for accessing the Services. The Subscriber shall use the Secret Code in the Recharge Voucher and activate the Voucher by following the directions contained therein (this process is hereinafter referred to as "Recharging").

iii) The validity period, denomination, talk time value and other terms and conditions mentioned on the Recharge shall be binding on the Subscriber.

iv) The validity period of Recharge Vouchers will be counted from the date of Recharging of the Recharge Vouchers.

v) The Subscriber shall be able to utilize the Recharge Voucher only to the extent of talk time mentioned therein, within the validity period.

vi) The Company will without notice, bar outgoing calls and SMS service, on the expiry of the talk time value. Similarly, the incoming calls and SMS services will be barred, on the expiry of validity.

vii) In case the Subscriber does not recharge before the expiry of Grace period, the Company reserves the right to terminate the Service and withdraw the telephone number allotted to the Subscriber without any notice.

viii) The Company reserves the right to refuse to activate Recharge Voucher purchased by the Subscriber, for valid reasons, at its discretion.

ix) The Recharge Voucher once purchased cannot be returned and no refund of the residual talk time value shall be made under any circumstances either by the Company/Distributor/Agents.

x) The adjustment of the talktime value of the Recharge Voucher for the usage shall be on the basis of the Prepaid Tariff chosen by the Subscriber and/or as prevailing at the time of usage as announced by the Company from time to time.

xi) The Company reserves the right to change the Prepaid Tariff Plan, terms and conditions, validity of Recharge Vouchers and the Grace period at its sole discretion and without any notice.

xii) The terms and conditions of the Prepaid Tariff Plan published by the Company from time to time shall form part of these terms and conditions.

xiii) The Company shall not provide any bills to the Subscriber for the usage of Recharge Vouchers. The details of calls made shall also not be made available to the Subscriber. The Subscriber agrees that the Company need not entertain any correspondence in this regard. The Subscriber may however, call the Company's IVR System to know the residual talktime available at any point of time. The Subscriber may contact the customer care for details of the calls made by the Subscriber against the current Recharge Voucher to the extent possible.

xiv) Not all the services/value added services may be made available by the Company for Prepaid Services.

xv) Any increase in existing levies/taxes or any new levy/tax introduced for these Services shall be automatically adjusted from the talk time value, from the date of increase/introduction of levy/tax without any notice to the Subscriber.

### **2.2.2. General**

i) Any notification required to be given shall be given in writing by fax, email or registered mail to the recipient at his/her or its address specified in these terms and conditions/CAF unless such recipient has previously notified the other party in writing of a change of that address. Any notification required to be given by the Company can also be given by electronic message/SMS to the Subscribers' handset.

ii) The Subscriber shall ensure the safe keeping of CAF and all other original documents as the same may be required for interface with the Company.

iii) The Subscriber shall comply with the instructions/directions etc. issued by the Company from time to time including any amendments to the terms and conditions due to regulatory/administrative and/or commercial compulsions and for any other reason whatsoever.

## 2.3 Terms & Conditions of Postpaid Services

The terms and conditions mentioned herein shall form part of the Customer Application Form (CAF) signed by the Subscriber and shall be binding on the Subscriber.

### 2.3.1. Billing

- i) The Company shall send the bill/statement of Charges either through the electronic media (including emails) or through its electronics messaging service and it shall be deemed to have been received by the Subscriber. In case the Subscriber desires to obtain a hardcopy of the bill/statement of Charges, the Subscriber can collect the same from the offices of the Company or its authorized outlets.
- ii) Subscriber shall be sent the bill/statement of Charges on or before due date. It is the responsibility of the Subscriber to inquire about the amount payable and settle the same in case of non-receipt of bill/statement of charges.
- iii) In case any Charges are disputed, Subscriber shall intimate the Company within two (2) days of receipt of bill/statement of Charges. In case of non-receipt of such information, the Charges will be presumed to have been accepted. Subscriber shall pay full amount of disputed Charges, pending settlement of dispute.
- iv) The Company's acceptance of payment from a person other than the Subscriber shall not amount to the Company having transferred or modified any of the rights or obligations of the Subscriber to any third party.
- v) The Company reserves the right to raise and/or collect bills/statement of charges, once the Subscriber has paid the amount due, it shall be deemed to have been paid to the Company.

### 2.3.2. Obligations of the Subscriber

Subscriber hereby agrees –

- i) that certain Services may have specific terms and conditions applicable to them. The Subscriber hereby confirms that the Subscriber will be bound by these terms and conditions, in addition to such specific terms and conditions.
- ii) To the extent relevant, Subscriber hereby confirms that the Subscriber will be bound by these terms and conditions in addition to the special terms and conditions as mentioned herein, applicable for the Subscriber Equipment.
  - a) Subscriber shall be permitted to avail the services only by means of handset approved for use by the Company for the purpose of getting connected to the Network.
  - b) In case the Subscriber Equipment is lost, misplaced or stolen, the Subscriber shall inform the Company immediately. The Company takes no responsibility for the misuse of the lost, misplaced or stolen Subscriber Equipment or any damage to the same. A fresh handset shall be activated after receiving the Customer Application Form, from the Subscriber along with a copy of the FIR lodged for the lost, misplaced or stolen handset.
- iii) In the event of the Company terminating the Services to the Subscriber due to any reason or the Subscriber discontinuing the Services of the Company, the Subscriber shall forthwith return the Subscriber Equipment (handset) to the Company.
- iv) The warranties on the Subscriber Equipment shall be restricted to those given by the manufacturer. The Company and its affiliates disclaim any and all warranties or guarantees under law and contract in respect to the Subscriber Equipment and the Subscriber hereby agrees not to hold the Company or any affiliate liable for any defect or deficiency in the Subscriber Equipment. Subscriber shall be solely

responsible for repairs and maintenance (including procurement of spares, labor and or replacement) of the Subscriber Equipment and all costs and charges in connection with the same. Subscriber shall deal directly with the manufacturer's designated service centers and the Company or its affiliates shall not be obliged to provide any services or support in this connection. The safekeeping and protection of the Subscriber Equipment provided to the Subscriber shall be the sole responsibility of the Subscriber.

- v) The software in the handset is given to the Subscriber only on a right to use basis. The software has been configured to access the Network of the Company only. The Subscriber will be entitled to use all the software in the handsets for the sole purpose of accessing the telecommunication services of the Company. The Subscriber undertakes not to use the Subscriber Equipment to avail the telecom services of any other telecom service provider. The Subscriber also undertakes not to do any modification, de-compilation or reverse engineering of any software in the handset in any manner whatsoever. The Subscriber recognizes that the Subscriber shall be liable for all consequences and/or penal actions for the breach of undertaking contained in this clause.
- vi) In the event, the Subscriber transfers the Subscriber Equipment to any person with the prior written consent of the Company the Subscriber shall notify such person of the above condition.

### **2.3.3. Correspondence**

Any notification required to be given shall be given in writing by fax, email or registered mail to the recipient at his/her or its address specified in these terms and conditions/CAF unless such recipient has previously notified the other party in writing of a change of that address. Any notification required to be given by the Company can also be given by electronic message/SMS to the Subscriber's handset.

### **2.3.4. Suspension/Termination/Discontinuation of Services**

- i) Service quality, functionality, availability and/or reliability may be affected and/or the Company is entitled to, without any liability, refuse, limit, suspend, vary, disconnect and or interrupt the Services, in whole or in part, at any time in its sole discretion with respect to one/all Subscribers, without any notice for any reason and/or due to various factors including but not limited to
  - a) Changes in the law, rules, regulations or orders, directions, notifications etc by the Authorities.
  - b) Transmission limitation caused by physical obstruction, geographic, topographic, hydrological, meteorological and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.
  - c) Force majeure circumstances
  - d) Any discrepancies/wrong particular(s) provided by Subscriber
  - e) Delayed/non payment of bills/statement of Charges
  - f) Default in the payment of amount due to any financier who has tied up with the Company to provide finance to its Subscribers.
- ii) In case of misuse of Services or breach of any terms and conditions by the Subscriber or use of services by the Subscriber in such a manner that it violates any laws or adversely affects or interferes with the Company's Services, Company shall give notice of five (5) days to the Subscriber to remedy the breach. In case the Subscriber fails to remedy the breach within the notice period, the Company is entitled to discontinue the Services without any further notice.
- iii) In other cases, the Company at its sole discretion may suspend/discontinue the Services by giving reasonable notice to Subscriber in such form as maybe decided by the Company.

- iv) In case the Subscriber opts for discontinuation of Services, the Company shall refund directly to the Subscriber the refundable amounts, after adjustments, if any.
- v) If the Subscriber avails loan for financing the Services through any financier which has tied up with the Company or Company's agent and either defaults in repayment of such loan, or discontinues the services, then upon receipt of intimation from such financier, the Company shall refund the balance amount out of advance paid by Subscriber, directly to such financier, after adjustment of all its dues and such payment to financier shall give valid discharge to the Company. However such payment by the Company to the financier shall be without prejudice to rights of the Company to claim/recover any amount due to it from the Subscriber in connection with the Services.

### **2.3.5 RELIANCE RUIM card**

RELIANCE RUIM Card shall always remain the property of the Company and shall be returned to the Company on advise of the Company or whenever the Subscriber surrenders or cancels the subscription. The Company may at its sole discretion, advise surrender or recall the RELIANCE RUIM Card by sending a letter at the address of the Subscriber or by communicating in any form at its sole discretion. It shall be binding on the Subscriber. If the RELIANCE RUIM Card is lost /stolen /misplaced, the same must be reported to the concerned police station / Thana and FIR must be lodged and a certified copy of the same must be produced at the earliest for the purposes of replacement of RELIANCE RUIM Card. The RELIANCE RUIM Card shall be replaced by the Company, only upon the Subscriber lodging with the Company, a certified copy of FIR and complying with the formalities prescribed by the Company. The Subscriber shall be liable to pay all the charges in respect of the use/misuse of the RELIANCE RUIM Card till such time the RELIANCE RUIM Card is replaced. However, the Company will de-activate the Services, upon intimation of the loss/stealing/misplacement of the RELIANCE RUIM Card, by the Subscriber to the Customer Care Services of the Company.

In the event of the RELIANCE RUIM Card being lost, stolen or damaged, the Company shall replace the RELIANCE RUIM Card, as soon as it is reasonable and practicable subject to payment of applicable processing fee and administrative charges and compliance of such formalities by the Subscriber, as may be prescribed by the Company.

## **2.4 Terms & Conditions of Wireline Voice Services**

2.4.1 The Product Terms and Conditions mentioned herein, shall form part of the Customer Application Form (CAF) signed by the Customer and shall be binding on the Customer.

The CAF shall take effect after due verification and acceptance by the Company of the details provided in the CAF, by the Customer. The CAF shall remain in force until expiry or termination in accordance with the provisions thereof, provided that the Customer shall continue to remain liable for any Charges, if any, payable to the Company for the Services.

2.4.2. Definitions:

2.4.2.1. "Fixed Line Phone" or "FLP" shall mean the basic communication line between the Company telephone exchange and the Customer Premises Equipment (CPE) or Service Equipment.

2.4.2.2. "ISDN BRI" shall mean the provisioning of digital service to Customers using two bearer channels at 64 Kbps and a signalling data channel of 16 Kbps.

2.4.2.3. "E1 DID" is a digital business telephony connection between the Company telephone exchange and the Customer's EPABX. This could either be deployed with signalling or Indian modified R2 MFC or Euro ISDN PRI.

2.4.3 Provision of Services: The Company shall provide the Services to the Customer by facilitating connectivity between the Customer premises and the Network for the provisioning of telecommunication services, supplied by the Company or a provisioning Entity to the Customer, and which can be offered through a fixed, wired telephone instrument or NT 1 equipment or EPABX, under licenses obtained by the Company, subject however to Force Majeure conditions including but not limited to acts of God, fires, strikes, embargoes, war, insurrection, riots, civil disorder, earth quake and other causes beyond the reasonable control of Company, including atmospheric/topographical hindrances.

2.4.4. Customer shall without any objection accept the telephone number allotted by the Company. The discretion with regard to the choice of number to be allotted shall solely and absolutely vest with the Company. The telephone number remains the exclusive property of the Company, the Customer being licensed to use it to obtain access to the Network and shall be deemed to have been returned by the Customer on the termination/disconnection/surrender of the Services.

2.4.5. The Company's telephone number is non-transferable unless and until the Customer seeks prior written permission from the Company for intended transfer and complies with the formalities of the Company. The Services and Service Equipment have been provided for the exclusive use of the Customer.

#### 2.4.6. Use of Services:

2.4.6.1. The Services and Service Equipment are provided on an "as is" basis and the Customer's use of the same is at its own risk. The Company does not make and hereby disclaims, any and all other express/implied warranties, including but not limited to warranties of merchantability/quality, fitness for a particular purpose, title and non-infringement and any warranties arising out of the course of dealing, usage or trade practice.

2.4.6.2. In the event Customer avails of Dial up internet access Service, provided by RCIL, the Customer shall be governed by the Company's/RCIL's Internet Acceptable Use Policy ("Acceptable Use Policy") in addition to the following terms:

- (i) Content: The Company and/or RCIL do not exercise any control over and accepts no responsibility for the content of the information passing through the Network, CPE, Service Equipment, or a Service. The Company and RCIL specifically deny any responsibility for the accuracy or quality of information obtained through the Network, CPE, Service Equipment, or a Service. Use of any information obtained via the Network, CPE, Service Equipment, or a Service is at Customer's own risk. Customer shall promptly and thoroughly respond to any notices forwarded to Customer by the Company and/or RCIL, including, but not limited to notices that the content transmitted by the Customer, violates the Applicable Law.
- (ii) Domain names: Customer shall indemnify the Company and RCIL, for any domain name registered or administered on Customer's behalf that violates any service mark, trademark or other intellectual property rights of any third party. Customer shall comply with the Applicable Law including but not limited to rules and procedures of the applicable domain name registries, registrars, or other authorities. Customer irrevocably waives any claims against the Company and RCIL that may arise from the acts or omissions of domain name registries, registrars or other authorities.
- (iii) Security: The Customer agrees that the Company and RCIL shall not be liable in any manner for the consequences to Customer of an unauthorized breach of Customer's system security, such as hacking or denial of service attacks. Additionally, Customer confirms that it shall conduct such tests and computer virus scanning as may be necessary to ensure that data uploaded or downloaded by Customer does not contain any computer virus and will not in any manner corrupt the data or systems of any person.
- (iv) The Company and/or RCIL shall be entitled to, in addition to any other remedies available under the law, suspend the Service or terminate this CAF, in accordance with the

provisions contained therein upon written notice for any violation of the aforesaid terms and conditions by the Customer.

2.4.6.3 The Acceptable Use Policy shall mean the then current version of the Acceptable Use Policy (as may be changed by the Company and/or RCIL, from time to time) applicable to the countries in which Customer uses a Service (and in the event no policy exists for a country, then the policy as per the Applicable Law shall apply). The Acceptable Use Policy will be available at the following URL: [www.rcom.co.in](http://www.rcom.co.in) or other URL designated by the Company.

2.4.6.4. The Company may intimate the Customer promptly of any change in the Acceptable Use Policy. In case of any conflict between the Acceptable Use Policy and the CAF, the Acceptable Use Policy shall prevail.

2.4.6.5. Customer may use its own CPE subject however to approval from the Company. In case Customer uses its own CPE, then no rental and security Charges will be applicable.

2.4.6.6 Customer Premise Equipment & Service Equipment: Customer will be provided with the relevant Service Equipment except in case of ISDN (where only NT1 equipment will be provided) and E1 Trunks.

2.4.7. The Customer undertakes that it shall not i) Terminate a ISDN BRI line as a digital trunk or a FLP line or a FLP line or an analog trunk or an E1 trunk on a EPABX, which is part of a wide area network (Spanning multiple SDCA's) built using leased circuits and / or other dedicated / shared circuits from Reliance / any other service provider. ii) Sub-lease, resell, transfer or assign the services to any third party.

2.4.8. Charges: Charges shall be as per the tariff plans as subscribed to by the Customer in CAF and / or the Company policies issued from time to time.

2.4.9. The Company shall raise invoices on a monthly basis and the charges billed to Customer shall be payable on or before the due date.

2.4.10. Miscellaneous:

2.4.10.1. Payment: The Company shall raise invoices on a monthly basis and the Charges billed to Customer shall be payable on or before the Due Date. The Payment instruments shall be drawn in favour of "RCIL – A/c RIS".

2.4.10.2. Exit Policy: If the Customer chooses to exit during the first 12 months of Service Activation, the Customer shall return the Service Equipment in good working condition failing which Customer shall be liable to pay the Company compensation as below against the Service Equipment provided by the Company.

FLPs	: Rs. 1,250
ISDN BRI	: Rs. 2000
E1 DID	: Rs. NIL

2.4.10.3. No compensation Charges will be applicable in case Customer continues to use the Services beyond a period of 12 months or if the Customer has not opted for Company provided Service Equipment.

2.4.10.4. Service tax: Charges shall be exclusive of Service tax or any other taxes which shall be levied at the applicable rates on the total invoiced amount.

## **2.5. Terms & Conditions of Broadband Internet Access Services**

2.5.1. The Product Terms and Conditions mentioned herein pertaining to the Broadband Internet Access Services, shall form part of the Customer Application Form (CAF) signed by the Customer and shall be binding on the Customer.

The CAF shall take effect after due verification and acceptance by RCIL of the details provided in the CAF by the Customer. The CAF shall remain in force until expiry or termination in accordance with the provisions thereof, provided that the Customer shall continue to remain liable for any Charges, if any, payable to RCIL for the Broadband Internet Access Services.

#### 2.5.2. Provision of Broadband Internet Access Services:

2.5.2.1. RCIL shall provide the Broadband Internet Access Services to the Customer by granting access to the Internet through the Network of the capacity mentioned in the CAF. For the purpose of this clause, 'capacity' shall mean the capacity of a digital transmission capable of carrying data expressed in terms of bits per second.

2.5.2.2. Any request for upgrade of the Broadband Internet Access Services or Service Equipment by the Customer shall be provided, only upon the Customer paying the additional Charges as applicable. The additional Service or Service Equipment provided shall continue to be governed by and subject to the terms and conditions of the CAF. However, any request for downgrade of Service by Customer shall be carried out only after the expiry of the Service Contract Period.

#### 2.5.3. Internet Protocol (IP) Address(es):

(i). RCIL grants to the Customer a non-exclusive, non-transferable, revocable license to use the IP Address for the sole purpose of accessing the Network. IP addresses shall not become the property of the Customer.

(ii). The Customer agrees that allocation of IP addresses by RCIL is subject to availability from and any conditions imposed on RCIL, by the relevant Authority in this regard. The Customer agrees to be bound by the terms and conditions imposed on RCIL by said Authority, as may be applicable.

(iii). RCIL may change a licensed IP address from time to time on -  
(a) Fifteen (15) days notice to the Customer'  
(b) Immediately, in cases of emergency or fault repair

(iv). The IP Address assigned to Customer by RCIL or a Provisioning Entity in connection with the Broadband Internet Access Service, shall be used only in connection with such Service. In the event Customer discontinues use of the Service for any reason, or the CAF expires or is terminated for any reason, Customer's right to use the IP Addresses shall also terminate and the IP Addresses shall be deemed to have reverted immediately to RCIL.

(v). In case Customer wants additional IP Addresses, the same may be allocated by RCIL, however the additional IP addresses may or may not belong to the existing block of IP addresses.

2.5.4. Content: RCIL exercises no control over and accepts no responsibility for the content of the information passing through the Network, Customer Premises Equipment (CPE), Service Equipment, or a Service. RCIL specifically denies any responsibility for the accuracy or quality of information obtained through the Network, CPE, Service Equipment, or a Service. Use of any information obtained via the Network, CPE, Service Equipment, or a Service is at Customer's own risk. Customer shall promptly and thoroughly respond to any notices forwarded to Customer by RCIL, including, but not limited to notices that the content transmitted by the Customer, violates the Applicable Law.

2.5.5. Domain Names: Customer shall indemnify RCIL for any domain name registered or administered on Customer's behalf that violates any service mark, trademark or other intellectual

property rights of any third party. Customer shall comply with the Applicable Law including but not limited to rules and procedures of the applicable domain name registries, registrars, or other authorities. Customer irrevocably waives any claims against RCIL that may arise from the acts or omissions of domain name registries, registrars or other authorities.

2.5.6. Security: The Customer agrees that RCIL shall not be liable in any manner for the consequences to Customer of an unauthorized breach of Customer's system security such as hacking or denial of service attacks. Additionally, Customer confirms that it shall conduct such tests and computer virus scanning as may be necessary to ensure that data uploaded or downloaded by Customer does not contain any computer virus and will not in any manner corrupt the data or systems of any person.

2.5.7. RCIL shall be entitled to, in addition to any other remedies available under law, suspend the Broadband Internet Access Services or terminate CAF in accordance with the provisions contained therein, upon written notice for any violation by the Customer, of the terms and conditions contained in the CAF.

#### 2.5.8. Use of Services

2.5.8.1. The Customer shall use the Service in accordance with RCIL's Internet Acceptable Use Policy (the "Acceptable Use Policy"). The Acceptable Use Policy shall mean the then current version of RCIL's Acceptable Use Policy (as may be changed by RCIL, from time to time) applicable to the countries in which Customer uses a Service (and in the event no policy exists for a country, then the policy as per the Applicable Law shall apply). The Acceptable Use Policy will be available at the following URL: [www.rcom.co.in](http://www.rcom.co.in) or other URL designated by RCIL.

2.5.8.2. RCIL may intimate the Customer promptly of any change in its Acceptable Use Policy. In case of any conflict between the Acceptable Use Policy and CAF, CAF will prevail.

#### 2.5.9. Customer Premises Equipment and Service Equipment

Customer may use its own CPE subject however to approval from RCIL. In case, Customer uses its own CPE then no rental and Security charges will be applicable.

#### 2.5.10. Charges

2.5.10.1 Installation charge: is a one time charge to be paid by Customer to RCIL, in advance.

2.5.10.2 Service rental and Service Equipment charges: are recurring charges to be paid by Customer to RCIL, as mentioned in the CAF

2.5.10.3 Service Equipment Repair charges: shall be as under

- a. Manufacturing defects - No charges to Customer
- b. Repairs due to damage attributable to Customer - The charges shall be assessed by RCIL and invoiced to Customer accordingly.

2.5.11. Service Equipment loss/damage & failure to return: The loss of, damage to, and /or failure to return all or any part of the Service Equipment by the Customer to RCIL, shall make the Customer liable to pay the Charges for each Service Equipment as per RCIL's policy in respect of the same.

#### 2.5.12. Additional Services

If Customer requires additional IP addresses beyond allocated addresses then Customer shall be allocated a minimum block of (8) eight IP addresses and shall be charged @ Rupees eight thousand per annum only (Rs. 8000/pa).

2.5.13. Miscellaneous

(a). The Service Contract Period shall be a minimum committed subscription period of one (1) year.

(b). The Charges for shifting/transfer/relocation of Customer Premises shall be Rupees four thousand only (Rs. 4000) per Service per relocation.

2.5.14. Payment: RCIL shall raise invoices in advance and per the periodicity mentioned in the CAF. The Charges billed to Customer shall be payable on or before the Due Date as mentioned in the respective invoice. The Payment instruments shall be drawn in favour of "RCIL –A/c RIS".

2.5.15. Exit Policy – if Customer chooses to:

- a) Exit after signing the CAF but prior to Service Activation date, then Customer shall pay RCIL, an amount equal to three (3) months rental Charges and the installation Charges for the Broadband Internet Access Service.
- b) Exit after Service Activation Date but prior to expiry of the Service Contract period, Customer shall pay RCIL, in addition to any other outstanding invoices, an amount equal to the Charges that were liable to be paid by the Customer had the Customer used the Service for the entire duration of the Service Contract period.

2.5.16. Service Tax: Charges shall be exclusive of Service tax or any other taxes which shall be levied at the applicable rates on the total invoiced amount.

- ***These Terms & Conditions are subject to change.***
- ***Please visit our website [www.rcom.co.in](http://www.rcom.co.in) for the updated Terms & conditions***

### **3. CUSTOMER GRIEVANCE ISSUES**

#### **3.1 To change address ( within same city / town)**

In respect of Mobile Services, Subscriber can get his/ her address changed by visiting the Outlets of the Company/ Reliance World and submitting the request form along with the Proof of New Address.

In respect of Wireline Services and Broadband Internet Access Services, Subscriber can call the Customer Care Call Centre of the Company, with a request for change in address. Our field staff will contact the Subscriber for a written request from the Subscriber, with address details and proof of new address.

The address change will be done subject to positive address verification and the change will reflect from the next bill onwards.

#### **3.2 To change location (outside the existing city / town)**

In respect of Mobile Services, Subscriber needs to submit the request form along with the proof of new address at the Outlets of the Company/Reliance World of the new/changed location.

In respect of Wireline Services and Broadband Internet Access Services, Subscriber can call the Customer Care Call Centre with a request for change in address. Our field staff will contact the Subscriber and take a written request.

The shifting of the Mobile Services, Wireline Services and Broadband Internet Access Services will be done subject to positive address verification, and the address change will reflect from the next bill onwards. In respect of the Wireline Services, technical feasibility of such Service at new location will also be verified, before shifting the Wireline services.

#### **3.3 Change / Repair of FWP / Accessories**

Subscriber can call at our Customer Care Call Center at \*333 (toll free) or 30333333 and register a complaint about the Fixed Wireless Phone / accessories including Battery and Charger.

Customer care agent will try to resolve the issue with the preliminary troubleshooting. If the complaint does not get resolved, it is registered and a docket number is issued to the Subscriber.

The service engineer visits the Subscriber's premises and repairs / replaces the unit within 3 days from the date of complaint registration.

#### **Note :**

**If the Service Engineer concludes that malfunctioning is because of negligent handling, then the Subscriber is liable to pay for repair/replacement charges, as applicable.**

### **4. Service Availability and Coverage**

The Services are available in the following circles:

Andhra Pradesh, Bihar (including Jharkhand), Delhi NCR, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Madhya Pradesh (including Chhatisgarh), Maharashtra and Goa, Mumbai, Orissa, Punjab, Rajasthan, Tamil Nadu ( including Chennai ), West Bengal, Kolkata, UP-East and UP-West (including Uttaranchal).

Wireline services are available only at technically feasible locations.

Further details are available on our website [www.rcom.co.in](http://www.rcom.co.in)

## 5. Quality of service - benchmarks

### 5.1 Quality of Service benchmarks for Mobile service

- |      |  |                |
|------|--|----------------|
| (i)  | Percentage of billing complaints resolved within 4 weeks   | 100%           |
| (ii) | Period of all billing adjustments due to customers from the date of resolution of complaints as in (i) above | Within 4 weeks |

### 5.2 Quality of Service benchmarks for Wireline service

- |     |   |   |
|-----|---|---|
| (i) | Provision of telephone after registration of demand | Within 7 days,<br>subject to technical<br>feasibility |
|-----|---|---|

- (ii) Fault repair

The rent rebate is provided to the customer in case of:

- Faults pending for more than 3 days & less than 7 days-Rent rebate for 7 days
- Faults pending for more than 7 days & less than 15 days -Rent rebate for 15 days
- Faults pending for more than 15 days- Rent rebate for 1 month

Only those complaints, which have been registered till close of business hours (9:30am to 5:00pm, Monday to Saturday) of that day, will be taken into account. Complaints registered after the business hours will be taken as being registered in the next day business hours. Faults due to the CPE, which is owned by the Customer such as computer hardware & software including LAN card/USB ports etc. or the delays due to non-availability of the Customer or delays in getting the entry into the Customer Premises, shall be excluded.

- |       |   |                 |
|-------|---|-----------------|
| (iii) | Attending to Customer's requests on shifts after getting the complete form along with the address proof           | Within 3 days   |
| (iv)  | Attending to Customer's requests on closures after getting the written confirmation and clearing all pending dues | Within 24 hours |

### 5.3 Quality of Service benchmarks for Broadband Internet Access Service

- |     |                                      |   |
|-----|--------------------------------------|---|
| (i) | Service provisioning/activation time | Within 15 working<br>days (subject to<br>technical feasibility) |
|-----|--------------------------------------|---|

In all cases where payment towards installation charge & security deposit is taken & the Broadband connection is not provided within 15 working days, a credit @Rs. 10 per day, subject to a maximum of installation charge or equivalent usage allowance will be given to the Customer, at the time of issue of first bill

- |       |  |            |
|-------|--|------------|
| (iii) | Broadband connection speed (download) -<br>broadband connection speed to be met >80% from ISP node to user | Subscribed |
|-------|--|------------|

## 6. Rights of Subscriber for termination or disconnection of Services

The Subscriber can terminate or disconnect our service at his/her convenience. The bills are checked, account is reconciled and any amount, if due after adjusting the outstanding dues from available security deposit, is returned to the Subscriber. This process takes a maximum of 60 days from the date of disconnection.

The Subscriber can terminate the Services by sending a written request, Fax, E-mail, telephone call and SMS to us. The termination of Service shall be subject to the return or recovery of the Customer Premises Equipment, wherever applicable.

## **7. Amount to be deducted from the total value of prepaid service towards administrative and other expenses**

The Company will deduct the administrative charges, service tax and education cess on service tax from the total cost of our Prepaid products. The updated details are available on our website [www.rcom.co.in](http://www.rcom.co.in) under section *Mobile → Prepaid → Prepaid Tariff*. Please click on the particular Circle (for which the Subscriber wants to know the Tariff details) and all the details will be displayed.

## **8. Rights of Subscriber - General**

- To be allotted a unique docket number for every complaint registered by them
- S/he can approach the Nodal Officer directly if complaint is not resolved within 7 days (for all complaints except in case of disruption or disconnection of service, where the time limit is 3 days) by Contact Centre.
- S/he can move to Appellate Authority if s/he does not receive resolution from the Nodal Officer within 10 days (for all complaints except in case of disruption or disconnection of service, where the time limit is 3 days).
- The details of Nodal Officer are to be provided to the Subscriber by the Customer Care Call Centre executive upon Subscriber request.

## **9. Duties and Obligations of Reliance Communications Ltd/Reliance Communications Infrastructure Ltd.**

- The Company or RCIL has a 3 stage complaint resolution management, i.e., Customer Care Call Center / Reliance Communications Outlets, Nodal Officer and Appellate Authority.
- A unique docket number is allotted to every complaint made by the Subscriber.

## **10. Complaint Redressal Mechanism**

As per TRAI Regulations, the Company/RCIL has reinforced its existing Consumer Redressal process, into a 3 stage mechanism for providing an effective redressal grievances mechanism, to its valued Subscribers.

### **(i) Customer Care Call Centres**

The first complaint of the Subscriber is resolved by the customer care executive at the customer care call center and at Reliance Communication outlets

A unique docket number is provided to the Subscriber for all complaints.

### **(ii) Nodal Officers**

If the complaint is not resolved within 7 days, (for all complaints except in case of disruption or disconnection of Service where the time limit is 3 days), from the date of registration of complaint, Subscriber can approach the Nodal Officer.

For contact details of Nodal Officer in a circle, please refer Annexure 1

The Subscriber can also visit our website [www.rcom.co.in](http://www.rcom.co.in) under section **Contact us → Service Assurance Cell → Nodal Officer**

### **(iii) Appellate Authority**

If the complaint is not resolved by the Nodal Officer within the time limit of 10 days, the Subscriber can approach the Appellate Authority for appeal in the required format. The Appellate authority is supposed to resolve the complaint within 3 months from the date of filing written appeal with the Appellate authority

For contact details of Appellate Authority in a circle, please refer Annexure 1

The Subscriber can also visit our website [www.rcom.co.in](http://www.rcom.co.in) under section **Contact us → Service Assurance Cell → Appellate Authority**

### **Time limits for complaint resolution**

#### **Stage 1**

- **Customer Care Call centre** - 7 days (for all complaints except in case of disruption or disconnection of Service, where the time limit is 3 days) from the date of registration of complaint

#### **Stage 2**

- **Nodal officers** - 10 days (for all complaints except in case of disruption or disconnection of Service, where the time limit is 3 days) from the date of registration of complaint

#### **Stage 3**

- **Appellate authority** - 3 months from the date of filing written appeal with the Appellate authority (as per Form available at Reliance Communications outlets or on [www.rcom.co.in](http://www.rcom.co.in))

Application format for complaint to appellate authority is available under section :

**Contact us → Service Assurance Cell → Appeal Form**

The Subscriber, by his own choice, may either use the redressal mechanism under the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 or resort to the process under the Consumers Protection Act, 1986.

## **11. Complaint Redressal – Contact Details**

### **11.1 Customer Care Call Centre Number**

Subscribers can call at our Customer Care Call Center at \*333 (toll free) or 30333333 or visit any Outlet of Reliance Communications/ Reliance World.

Wireline customers can call Customer Care at \*377 (toll free) from Reliance phone or 3033 7777 from any other phone. Broadband Internet Access Service customers can call on the same number or e-mail at [broadband@relianceada.com](mailto:broadband@relianceada.com)

The complaint of the Subscriber is resolved by our customer care executive at the customer care call center and at the outlets of the Company/Reliance World

A unique docket number is provided to the Subscriber for all complaints

## 11.2 Nodal Officers

If the complaint is still not resolved within the 7 days (for all complaints except in case of disruption or disconnection of the Services, where the time limit is 3 days), the Subscriber can approach the Nodal Officer.

For contact details of Nodal Officer in a circle, please refer Annexure 1

You can also visit our website [www.rcom.co.in](http://www.rcom.co.in) under section **Contact us → Service Assurance Cell → Nodal Officer**

## 11.3 Appellate Authority

If the complaint is still not resolved within the time limit of 10 days (for all complaints except in case of disruption or disconnection of the Service where the time limit is 3 days), the Subscriber can approach the Appellate Authority for appeal in the required format.

For contact details of Appellate Authority in a circle, please refer Annexure 1

The Subscriber can also visit our website [www.rcom.co.in](http://www.rcom.co.in) under section **Contact us → Service Assurance Cell → Appellate Authority**

## Annexure 1

### Nodal Officer

Area/Circle	Officer's Name	Address & Email	Phone No.	Fax
Andhra Pradesh	Mr.Nandan Babu	4th Floor, Munawar Chambers, Rajbhavan Road, Somajiguda, Hyderabad - 500082. Email : Rcomappellateauthority.AP@relianceada.com	040-30331771	040-30331744
Bihar & Jharkhand	Mr.Syed Haider	15th Floor, Biscomaun Towers, West Gandhi Maidan, Patna - 800001. Email : Rcomnodalofficer.Bihar@relianceada.com	0612- 3292417, Ext - 295	0612-2206816
Chennai	Ms.Venkateswari Arumugham	6, Haddows Road, Nungambakkam, Chennai 600 006. Email : Rcomnodalofficer.Chennai@relianceada.com,	0422-3031008	0422-3031060
Delhi & NCR	Mr. Aseem Raj	12th Floor, Vijaya Building, Barakhambha Road, New Delhi 110001. Email : Rcomnodalofficer.Delhi@relianceada.com	011-30332655	011-30331833
Gujarat	Mr. Bimal Dhanak	Reliance House, Near Mardia Plaza, Off.C.G.Road, Ahmedabad 380006. Email: Rcomnodalofficer.GJ@relianceada.com	079-30331424	079-30331502
Himachal Pradesh	Mr. Ashutosh Kashyap	Reliance Communications Limited, Bhrata Sadan, Opp. SBI Zonal Office, Kasumpati, Shimla-171009, Email: Rcomnodalofficer.HP@relianceada.com	09817020065	0177-3031327
Haryana	Mr.Hemant Sharma	Tower - F(Ground floor),DLF Building Plot No.2, Rajiv Gandhi Technology Park, Chandigarh -160101. Email : Rcomnodalofficer.Haryana@relianceada.com	0172-3032150	0172-3032167
Karnataka	Ms. Lakshmi V	Reliance Communications Limited, RCOM House, 3rd Floor, B Block, Hessarghatta, 8TH Mile Stone, T. Dasarahalli, Peenya, Bangalore, Email: Rcomnodalofficer.Karnataka@relianceada.com	080-30332676, 080-30332620	080-30332420
Kerala	Mr.Sajith Valapilaykandy	3rd Floor, A & P Arcade, S A Road, Kadavanthra, Cochin 682016. Email: Rcomnodalofficer.kerala@relianceada.com	0484-3031248	0484-3031058
Kolkata	Ms.Sharmishtha Mazumder	Reliance House, 4 <sup>th</sup> Floor, 34 Chowringhee Road, Kolkata 700071. Email: Rcomnodalofficer.KOL@relianceada.com	033-30332584	033-30331997
Maharashtra	Ms.Sudha Vutukuru	3rd Floor, Lalvani Plaza, Sakore Nagar, Viman Nagar, PUNE-14. Email: Rcomnodalofficer.MH@relianceada.com	020-30551144	020-30731199
Madhya Pradesh & Chhattisgarh	Ms. Swati Singh	A, Block, 3rd floor, Manasarovar Complex, Hoshngabad Road, Bhopal 462016. Email: Rcomnodalofficer.MP@relianceada.com	0755- 3031637	0755-3031007
Mumbai	Mr. Vineet J. Sharma	Sriram Mills compound, Chitrakoot 2nd floor, Ganpatrao Kadam Marg, Lower Parel, Mumbai 400 013. Email: Rcomnodalofficer.Mumbai@relianceada.com	022-32978900	022-30346460
Orissa	Ms. Nalini Tripathy	Fortune Tower, 6th Floor,C-Wing,MaitriVihar,Chandrasekharpur, Bhubaneswar-751023,Email: Rcomnodalofficer.Orissa@relianceada.com	0674-3031043	0674-3031053
Punjab	Ms. Nidhi Kapoor	1 <sup>st</sup> floor, Tower F. DLF Building Plot no 2, Rajiv Gandhi Technology Park, Chandigarh 160101. Email: Rcomnodalofficer.Punjab@relianceada.com	0172-3251959	0172-3032167
Rajasthan	Mr.Surendra Sharma	D - 69, Sardar Patel Marg, C - Scheme, JAIPUR. Email - Rcomnodalofficer.RJ@relianceada.com	0141-3031596	0141-3031412
Tamil Nadu	Ms.Venkateswari Arumugham	6, Haddows Road, Nungambakkam, Chennai 600 006 Email: Rcomnodalofficer.TN@relianceada.com	0422-3031008	0422-3031060
Uttar Pradesh (East)	Ms.Ajita Srivastava	1st floor, Magnum Plaza, Eldeco Greens, Gomti Nagar, Lucknow 226010. Email: Rcomnodalofficer.UPE@relianceada.com	0522-3031640	0522-3031059 / 2308024
Uttar Pradesh (West)	Ms.Pallavi Singh	407/1, Ground Floor ,Mangal Pandey Nagar , University Road Meerut-250001, Email: Rcomnodalofficer.UPW@relianceada.com	0121-3031423	0121-3031463
West Bengal	Ms.Sharmishtha Muzumdar	Reliance House,4 <sup>th</sup> Floor, 34 Chowringhee Road, Kolkata 700071. Email: Rcomnodalofficer.WB@relianceada.com	033-30332584	033-30331997
Jammu & Kashmir	Mr. Yogesh Kumar	20 C, Extension Gandhi Nagar, Jammu. Email Rcomnodalofficer.JK@relianceada.com	0191-2459309	0191-2450120

\* This list is subject to change.

For latest updates, kindly visit our website [www.rcom.co.in](http://www.rcom.co.in) under section :

**Contact us → Service Assurance Cell → Nodal**

- Days for registration of complaints with Nodal officers  
**Monday - Saturday excluding public and national holidays**
- Timings for registration of complaints with Nodal officers  
**9:30 am to 5:00 pm**

## Appellate Authorities

Area/Circle	Appellate Authority	Address & Email	Landline Number	FAX number
Andhra Pradesh	Mr. Vivek Aryasri	6-3-1090/D/3,4th Floor, Munawar Chambers, Rajbhavan Road, Somajiguda, Hyderabad - 500082, Email: Rcomappellateauthority.AP@relianceada.com	040-30331777	040-30331744
Bihar & Jharkhand	Mr. Manmohan Saini,	15th Floor, Biscomaun Towers, West Gandhi Maidan, Patna - 800001, Email: Rcomappellateauthority.Bihar@relianceada.com	0612-32645238	0612-2206816
Kolkata & West Bengal	Mr. Sanjay Das	Reliance House,4th Floor, 34 Chowringhee Rd, Kolkata 700071, Email: Rcomappellateauthority.KOL@relianceada.com , Rcomappellateauthority.WB@relianceada.com	033-30331996	033-30331997
Chennai & Tamil Nadu	Mr. Boban C Mathew	6 Haddows Road , Nungambakkam , Chennai -06, Email : Rcomappellateauthority.Chennai@relianceada.com, Rcomappellateauthority.TN@relianceada.com	044-30353432	044-30353434
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