

# **Consumer Charter**

KNET Solutions (P) Ltd

## Index

	<b>Topics</b>	<b>Page No's</b>
i	Locations	3
ii	Service Offered	3
iii	Terms & Conditions of the services Offered	4
iv	Quality of Service parameters & Promises	7
v	Customer Premises Equipment	7
vi	Rights Of Consumers	8
vii	Duties & Obligations	8
viii	General Information, Consumer Care Number	8
ix	Complaint Redressal Mechanism	9
x	Contact Details Of Appellate Authority	10
xi	Procedure For Termination / Disconnection Of Service	11

## i. Locations

K Net solutions private limited ('The Company') offers internet services to individual and enterprise segments by fibre to the home technology. Presently it is operational in 8 cities across Tamilnadu (including Chennai).

The company presently offers services in 8 cities through its following offices:

Service Area	Office Address
Chennai	Knet Solutions Pvt Ltd, No.141,Prakash Tower, Ground floor, Old Mahabalipuram Road,Thriuvanmiyur, Chennai-600041.
Pondicherry	No 25,2nd Cross street, Anna Nagar, Pudhucherry.605005
Trichy	No:1,State Bank Officers Colony, Lawsons Road, Trichy-620001
Madurai	No: 55A, Gowrishankar Illam, SBOA Colony, 2nd street, SBI staffs 1 <sup>st</sup> Colony, Bye pass Road, Madurai -625016.
Tirunelveli	No:25, DSN High Road, Sripuram, Tirunelveli -627001.
Salem	No:22,CC Road, Salem -636001.
Rajapalayam	No:658-B,2 <sup>nd</sup> Floor, Tenaksi Road, Rajapalayam -626117
Coimbatore	G. Thangaraj complex, No:307,Kandasamy Layout, Papanayakanpalayam, Coimbatore -641037
Tuticourin	No:18/C, Palayamkottai Road, Thoothukudi - 628002

## ii. Services Offered

The company is offering its broadband services by fibre to home technology with a minimum speed of 50 Mbps, by various usage plans catering to different segment of users. The plan details are available at [www.cherrinet.in](http://www.cherrinet.in). The plans are universal for all locations and circles.

### **iii. Terms & Conditions of the services Offered**

1. The term “Cherrinet” wherever appears in this document shall mean and include M/S K Net Solutions Private Limited.
2. The terms and conditions herein, acceptable usage policy and responsible usage policy directed by the company from time to time shall continue and will be an integral part of the agreement between the company and consumer with respect to the Service. The company reserves the right to change any or all aspects of this agreement terms operating rules, usage guidelines, prices governing the Service, service plans, the pricing structure, or product service policies at any time without any intimation to the consumer. The consumer acknowledges that it is his/her sole responsibility to apprise himself/herself of the Terms and Conditions and responsible usage policy, as amended from time to time and agrees to abide by the same. The consumer shall visit the website of the company to apprise himself/herself of the latest terms and conditions, service plans & policies etc.
3. Every subscriber registration must be done with correct details such as name, address, telephone number and email address etc, in case of any change the same should be updated by the respective subscriber without fail or delay.
4. The Service is being provided subject to all the applicable Indian Laws/rules and regulations. The company shall provide the service to the consumer, in accordance with the terms and conditions then in force and as amended from time to time.
5. The service charge is payable in advance and is non- refundable. All taxes, duties, charges or any other levies of any nature whatsoever, payable for the services shall be payable by the consumer in addition to the service charges and the consumer agrees to pay the Installation Charges for the Installation of Modem/ONU/CPE and to the cabling done at the consumer premises, directly to the Distributor, as determined by time to time.
6. The company will put in its best efforts and strive to maintain the maximum possible uptime of the service. However, the company will not be responsible for disturbance in service due to reasons beyond its control, not limited to acts of god, lightning strikes, earthquakes, floods, storms, fires, natural disasters, explosions, war, hostility, civil commotion, public enemy, sabotage of cables, riots, bomb blasts, epidemic, quarantine, lock out, electricity fluctuations, electrical surges/blackouts/brownouts, internet outage cable outage, fibre cut, malicious damages and etc
7. The consumer also acknowledges and accepts that in the very nature of the services to be provided there can be number of factors affecting the provision of the service by the company and the obligation of the company to provide the services shall be on best endeavour basis.

8. The company shall not be liable to the consumer for any loss, expense, and damage of any kind in connection with the performance of obligation under the contract or arising from destruction, interruption, suspension or malfunction of the service, for whatsoever reason except when there is deliberate failure or breach of the part of the company.
9. The company will be responsible only for carrying data packets and is not responsible for its nature or content. Consumer guarantees that the service to be used for genuine purposes only and will not be used for any immoral or unlawful or socially unacceptable purposes.
10. Consumer acknowledges, accepts and specifically covenants that he is fully aware of the nature and terms of the service and acceptable usage policy. The consumer shall be exclusively responsible for making arrangements for getting the necessary hardware and software at his/her end. It is explicitly agreed that the company does not undertake any responsibility with regard to procuring, installing/maintaining the hardware and or software at user end. However, the Customer Premises Equipments provided either by the company or its Distributor, as the case may be, shall be maintained with diligent care by the consumer and the said materials shall be owned by the company or its Distributor, as the case may be, at all times, if the same is provided on rent or free to use basis. Such equipments are liable to be returned to the company/ Distributor immediately and not later than 15 days on termination of service for whatsoever reason.
11. The services stopped for non-payment or non-renewal of packages may be reactivated without any charges within 15 days from the date of such de-activation. Further, the consumer may place their connections in safe custody by a written request to the company, for a maximum period of 3 months by paying the charges of Rs. 100/- per month at present or such charges fixed by the company from time to time.
12. Consumer hereby undertakes to indemnify and hold harmless the company against any liability which may arise for any and all, acts on the part of the consumer if availing the services.
13. The consumer shall take full and sole responsibility for preserving the secrecy of the password. The consumer acknowledges and accepts that considering the nature of the service there will be a need to change the password from time to time to avoid misuse and to maintain secrecy. The company shall not be responsible for any wrongful or unauthorised usage under any circumstances.
14. The service to be provided shall be exclusively to the consumer, the consumer shall not transfer, reassign, sell and or offer or promote the service to others or otherwise share the services with others including the affiliates of the consumer. Consumer shall not do anything that is detrimental to the company's interest. The company shall assign this contract/service to anyone at any time.
15. The company shall have the right to terminate the services, without any prior notice to the consumer, in the event of breach of these terms and conditions on

the part of the consumer. The company and the consumer shall also have the right to terminate this agreement at any time by giving 30 days prior notice in writing to the other and without the need to assign any reason for such termination. In the event of such termination by the company, the consumer shall be entitled to the return of the proportionate part of the charges paid for the unutilized period of the services the company shall not be liable to return any amount if the termination is by the consumer or for breach or failure on the part of the consumer.

- 16.** The consumer acknowledges that the services are provided on “as is where is” basis the company, its employees, Distributors, suppliers, vendors and its associates make no warranty of any kind either service expressed, implied regarding the quality, accuracy or validity of the data and/or Information available on its systems, or residing on or passing through its interconnecting networks or that service will be uninterrupted or error free. The company expressly excludes any implied warranty of merchantability or fitness
- 17.** Telephony on internet under existing law shall be limited to PC to PC only and expressly PC to any land line or mobile number and vice-versa is prohibited. The consumers shall strictly comply with the above and the persons involved otherwise are being liable to be prosecuted with the penalty as prescribed under law.
- 18.** It is illegal to terminate internet telephony calls to any public telephone number (PSTN, ISDN, PLMN etc) in India irrespective of whether the same originate in India or abroad.
- 19.** The consumer agrees that the Broadband service is a single PC connection, the company shall not be responsible for any downgrade of service due to redistribution by the consumer to its own devices.
- 20.** The company’s entire liability and the consumer's exclusive remedy for any failure or breach on the part of the company shall be the return of the charges paid by the Consumer relating to the unexpired period of the use, the company disclaims all warranties and conditions express or implied including but not limited to implied warranties or conditions of merchantability, fitness for a particular purpose with regard to the services offered and in no event the company/its Distributor shall be liable for any other damages including special, indirect or consequential damages loss of profits business interruption whatsoever arising out of use or inability to use the services,
- 21.** In using the service the consumer agrees to comply with all laws, regulations and rules applicable and hereby indemnities the company/its Distributor against any claims, loss, damage or consequence arising from non-compliance of the consumer to any applicable laws, rules, regulations etc. The courts in Chennai shall have exclusive jurisdiction for any disputes arises out of the service.
- 22.** The consumer hereby declares that he has read these terms and conditions and the order form completely and that he unconditionally agrees to abide by

these terms and conditions and as is applicable from time to time.

23. The "backbone" i.e. the cables, switches, wireless equipments, etc. installed by the company is the exclusive property of the company and consumer shall not remove/relocate these without prior consent from the company.
24. The consumer is required to intimate the company in advance in writing, in case they are installing a Wi-Fi router or access point on the service provided by the company. The consumer is required to ensure that his router SSID is in hidden mode and the access to the same is not open and is controlled by way of network key/encryption Key such equipment's shall carry such warranties as provided by the respective original equipment manufacturer. The consumer shall have no right or claim against the company for the failure of cable modem/router or any other hardware that are required to provide the services and shall be responsible for secured Wi-Fi access.
25. The company may accept the request for shifting of connection from the consumer only in case where the technical feasibility of the company is available in the desired new location and the consumer agrees to pay the charges fixed by the company, from time to time for such shifting.
26. The consumer expressly authorizes and permits the company to provide any information /message/ password related to service by way of SMS to his/her/its registered mobile and/or e-mail mentioned overleaf, at all times.
27. User acknowledges that spamming of emails is prohibited. Spamming is the transmission of any form of mail that can be interpreted as junk mail or mail generated via a distribution list, which the recipient has not specifically requested the company reserves the right to block the user's email id or even terminate the services if this is violated by any user.
28. The speed mentioned against various service plans are the maximum speed as experienced within the Cherrinet Network and the company shall block Internet sites as identified and directed by the Authorities from time to time.
29. For enhanced security, the Cherrinet Broadband user ID, the default email ID of the subscriber declared during the time of registration and the MAC address (unique for each LAN card) will be tied each other.

#### **iv. Quality of Service Parameters & Promises:**

The company is poised to provide its best of services within the parameters set out in The Quality Of Service Of Broadband Service Regulations, 2006/(11 of 2006) of TRAI. The company promises to achieve the parameters envisaged in the said regulations.

## **v. Customer Premises Equipments:**

The consumer shall have an option to avail the Customer Premises Equipment from the company. The company at present supplies ONU to the consumer on free to use basis, subject to a payment of refundable deposit stipulated from time to time and such equipments supplied by the company, along with its accessories, and shall remain the property of the company. The consumer shall ensure secured access for the routers and other equipments used by him.

## **vi. Rights Of Consumers:**

1. Right to select service provider of their choice.
2. Right to get information regarding tariff before provision of service and everytime the tariff is changed, especially adversely affecting the consumer.
3. Right to receive services in accordance with the quality of service parameters prescribed by TRAI from time to time.
4. Right to get the rebate of rental in case of continuous disruption of service for more than 3 days.
5. Right to lodge a complaint with the complaint centre established by the Company and to have access to a web based complaint monitoring system and approach an Appellate Authority incase of non redresal of complaint by the complaint centre, in accordance with the Telecom Consumers Complaint Redressal Regulations 2012.
6. To get refund of security deposit, if any, within prescribed time of request of termination of service subject to adjustment of pending dues, if any.
7. Right of consumers for termination or disconnection of service: however obliged to make payment the respect of services availed by him.
8. Consumer have right to receive unique docket number for every complaint registered by them.

## **vii. Duties & Obligations:**

1. To offer services in accordance with the license conditions prescribed in the ISP License issued by DoT and applicable regulations prescribed by TRAI from time to time.
2. To place all plan details on the website.
3. A tariff plan once offered shall be available to a subscriber for a minimum period of 30 days from the date of enrolment of the subscriber to that tariff



plan.

4. To provide services in adherence to the quality of service parameters prescribed by TRAI from time to time.
5. To establish a complaint center, to provide access to its consumers to a web based complaint monitoring system and to constitute an Appellate Authority to deal with consumers in case of non redressal of complaint by complaint center, in accordance with the Telecom Consumers Complaint Redressal Regulations 2012.
6. A unique docket number shall be allotted to every complaint made by the consumer.
7. Appellate authority will resolve the appeal within 39 days of receipt of the appeal
8. To ensure that the tariff plans are communicated in a transparent manner to its consumers.

## **viii. GENERAL INFORMATION & CONSUMER CARE NUMBER**

---

Customer Care  
Number

044-49303030

---

Email

support@cherrinet.in

---

The Company provides all general information on its consumer care number and hence the General Information and Consumer Care number are the same.

**ix. COMPLAINT REDRESSAL MECHANISM**

The Complaints of Consumers are resolved by our Customer care executives at the below contact:

Call	044-49303030
Email	support@cherrinet.in
Post/Courier	Knet Solutions Pvt Ltd, No.141,Prakash Tower, Ground Floor, Old Mahabalipuram Road,Thiruvanmiyur,chennai- 600041.
Toll Free	18001037286

Complaint Centre shall –

- a) At the time of registering of the complaint,----  
Communicate, through call, to the consumer the docket number, date and time of registration of the complaint
- b) Update the system with the date and time of registration of the complaint, docket number assigned
- c) On completion of action on a complaint.----

- I. Communicate to the consumer, through sms, on resolving the complaint; and
- II. Update the system with the details of action taken.
- III.If the complaint is not resolved to the satisfaction of the consumer, the consumer can appeal to Appellate Authority within thirty days of closure of complaint.

## x. Contact Details Of Appellate Authority

---

Address	<b>The Appellate Authority</b> <b>KNET Solutions private Ltd</b> <b>No:141,Prakash Tower, Ground Floor, Old Mahabalipuram Road,</b> <b>Thiruvanmiyur</b> <b>Chennai – 600 041.</b>
Email:	<a href="mailto:appellateauthority@knet.co.in">appellateauthority@knet.co.in</a>
Phone	044 – 49583500

---

Note :All complaints escalated to appellate authority shall be in writing and should carry the respective docket number issued by the complaint center, Within 30 Days from the date of completion of the complaint.

The complaint shall be looked into and a written orders to be made within 39 days of the complaint before the Appellate Authority.

## **xi PROCEDURES FOR TERMINATION / DISCONNECTION OF SERVICE:**

- The Company may terminate the Service on the occurrence of one of the following events:
  - (a) Forthwith by notice if the Subscriber has committed a material breach of the terms of CAF.
  - (b) If the consumer becomes an insolvent person.
  - (c) The company may stop the services by an advance notice of 30 days.
  - (d) If it is not technically feasible in continuing the provision of services.
  - (e) When the consumer fails to renew his account within 30 days from the date of expiry of validity.
  - (f) Notwithstanding any other provision, the Company may terminate a Service immediately on a case where the consumer is using the services for illegal purposes.
  
- Service Cessation. The Company may terminate the Service (a) upon thirty (30) days written notice to Subscriber if it ceases to provide that Service on a commercial basis at the Subscriber Premises