



(Signature of Multinet Official)

### GENERAL INSTRUCTIONS

1. Please fill in CAPITAL LETTERS Only
2. Username / Login ID  
Multinet will generate Username / Login ID and inform the same to customer.
3. Payments will be collected as per opted plans and in advance  
In Annual subscription option, one time Annual charge will be billed in advance.
4. Minimum 01 year contract from the date of installation. If customer discontinues services on or before 01 year, Multinet will have the legal rights to charge payment of remaining period.
5. Surfing of sites is also counted as download. By Unlimited hours it is meant that the connection can be used for any length of time during the month.
6. Availability & Feasibility of Service:
  - i. Availability of service is subject to subscriber location and technical feasibility.
7. Customer Premises Equipment (CPE) Requirements:
  - i. CPE (Router) recommended for a single PC, which requires a Ethernet port in your PC and separate power supply socket.
  - ii. CPE (Router) recommended for multiple user on LAN setup, which requires a Ethernet port (RJ 45) on your LAN Hub/Switch/PC.
  - iii. Operating System:- Windows 98 SE (Second Edition) & above and Operating System drivers, Internet browsers :- Internet Explorer 6.0 etc.
  - iv. In case the PC does not have requisite Software and Hardware, the same is to be got installed by customer at his own cost from PC vendor/ supplier.
  - v. If Customer wishes to use his own CPE (Router) must be compatible as per Department of Telecom norms. Multinet shall not be responsible for any complications arising from non compatibility of CPE / Router Software & Hardware procured from market.
8. LAN infrastructure (Cabling & Ports) up-gradation, reconfiguration would be the customer's responsibility.
9. The Password given by Multinet would be used for the first time login and thereafter Customer shall change & customize his Password.
10. For any Help/ Assistance related to Internet Service after activation please contact :-  
0294-5101234 or, mail us at: [multinetudr@gmail.com](mailto:multinetudr@gmail.com)
11. Power over Ethernet (POE) Adapter is not a part of warranty / grantee along with CPE (Customer Premises Equipment). Replacement of faulty POE will be charged Rs. 750 /-.

(Customer Signature)

## Terms and Conditions of Multinet Broadband Internet Access Service Subscription

1. **Definition: Broadband Internet Service** - An 'always-on' data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point Of Presence (POP) of the service provider intending to provide Broadband Internet service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The interactive services will exclude any services for which a separate licence is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP licence with Internet Telephony."
2. IP addresses allocated to customer by Multinet are non-portable & shall continue to remain the exclusive property of Multinet (Udaipur) Private Limited.
3. Multinet shall be free to update Internet access progressively to bring in new features. Multinet may not be in a position to intimate Customer immediately; however it will endeavor to make it known to subscribers through phone or email.
4. The customer of Multinet Broadband Internet services is not allowed to resale the Internet Services.
5. The customer is required to fully comply with the provisions of the Indian Telegraph Act, 1885 and Information Technology (IT) Act, 2000 & the Indian Telegraph Rules made there under and any amendments or replacements made there to from time to time.
6. The customer is required to ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not made by him or any other person using his password.
- 7.
8. Broadband connection is location specific & customer shall not remove or, shift any equipment installed by Multinet at the customer's premises (the said location).
9. Customer assumes total responsibility and risk for use of the Multinet Broadband Internet services. Neither Multinet nor its affiliates make any express or implied warranties, representations or endorsements whatsoever (including without limitation warranties of title or non infringement, or the implied warranties of merchantability or fitness for a particular purpose) with regard to any merchandise information or service provided through the internet, any they shall not be liable for any cost or damage arising either directly or indirectly from any such transaction. It is solely customer's responsibility to evaluate the accuracy, completeness and usefulness of all opinions, advice, services and other information, and the quality and merchantability of all merchandise, provided through the services or in the Internet generally.
10. Notwithstanding anything contained herein, Multinet reserves the right to access information over the network established by the customer, if required in pursuance of the laws of the land, and as specifically provided for under the Information Technology Act, 2000.
11. The customer shall not indulge in any direct or indirect acts of reverse engineering in this connection
12. Customer understands further that the Internet contains unedited materials some of which are sexually explicit or may be offensive to some people. Customers access such materials at their own risk. Multinet has no control over and accepts no responsibility whatsoever for such materials.
13. The customer is required to desist from putting unsolicited messaging on server hosted at Multinet premises. The customer is required to ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not made by him or any other person on the Web Server or web space of the customer.
14. The service is provided on an 'AS IS and AVAILABLE' basis without warranties of any kind, either express or implied, including but not limited to warranties of title, non-infringement or implied warranties of merchantability of fitness for particular purpose. No advice or information given by Multinet, its affiliates or their respective employees shall create a warranty. Neither Multinet nor its affiliates warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the service is free of viruses, worms, Trojan horses or other harmful components.
15. Under no circumstances shall Multinet, its affiliates or its contractors be liable for any direct, indirect, incidental, special, punitive, or consequential damages that result in anyway from customers use of or inability to use the service or to access the Internet or any part thereof, or customers reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transeission, or any failure of performance.
16. **Payment of bills** – it would be the responsibility of customer to make payment to Multinet Broadband Internet service. Multinet would disconnect the service in case of non-receipt of payment without giving any notice to the customer. All the charges payments related to Broadband Internet services shall be paid on or before DUE date to avoid late payment charges.
17. **Force Majeure** – if any time, during the continuance of Multinet Broadband Internet services, the performance in whole or part, of any obligation under it shall be prevented or delayed by reason of war, hostility, acts of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, look-out or act of GOD etc. the customer shall not have any claim for damages, against Multinet in respect of such non-performance or delay in performance of Multinet Internet Services.
18. **Arbitration of Disputes** – In the event of any dispute or difference arising out of provisions of Multinet Internet services, the matter will be referred for arbitration in terms of section 7(B) of Indian Telegraph Act, 1885 and any amendments made there to from time to time.
19. TRAI has d\fin\d Broadband as an always-on data connection with minimum speed of 256 Kbps. This speed includes TCP/IP headers etc.

Name.....Date.....Customer's Signature.....

20. Multinet (Udaipur) Private Limited Services has the right to update its services without prior intimation to the Customer.
21. Multinet (Udaipur) Private Limited would try to maintain its network as reliable as possible. However, it would own no responsibility in case of interruptions in the network beyond its reasonable control.
22. Multinet (Udaipur) Private Limited will make its best endeavors to upgrade network capacity so as to provide desired speed of connections to the Customer. However the Customer understands and acknowledges that it be able to connect and operate at such speed as determined by network resources available at that time.
23. Customer of Multinet (Udaipur) Private Limited Services shall not interconnect the services with any Public Network.
24. Customer of Multinet (Udaipur) Private Limited Services shall not use this service for voice over Internet / voice over Internet protocol services.
25. Customer of Multinet (Udaipur) Private Limited Services shall not use this service for any other purpose other than IP protocol data services.
26. The Customer is required to desist from sending unsolicited messaging via Multinet (Udaipur) Private Limited's Services.
27. The Customer shall ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not created, accessed, transmitted or retransmitted by him or any other person using this password.
28. Multinet (Udaipur) Private Limited may revise the tariff for its Services from time to time at its discretion. Customer agrees to pay the monthly subscription charges latest by the 3<sup>rd</sup> of the month in advance for a particular month; failing which the service will be disconnected.
29. Under no circumstances shall Multinet (Udaipur) Private Limited, its affiliates or its contractors be liable for any direct, incidental, special, punitive or consequential damages that result in any way from subscribers, use of inability to use the service or to access the internet or any part thereof, or customers reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission or any failure of performance.
30. Disclaimer:- While every effort is made by Multinet (Udaipur) Private Limited to provide highest quality services to the Customer of the Multinet (Udaipur) Private Limited Services, Multinet (Udaipur) Private Limited shall in no event be responsible to the Customer in any manner whatsoever for any failure, detect, delay in connectivity or accidental loss of connectivity of the Customer with Multinet (Udaipur) Private Limited network computer or the deficiency in data.
31. Transmission between the Customer and Multinet (Udaipur) Private Limited network computers, or for any inconvenience, damage or loss that may be caused to any one or of any kind arising there from.
32. In case of the Multinet (Udaipur) Private Limited providing and enabling the use of Value Added Services like Video on Demand, Pay per View, Voice over IP, Interactive gaming, Video Phone the Customer shall ensure that nothing in terms of software and content is used without appropriate rights and licenses. Multinet (Udaipur) Private Limited remains totally indemnified for any legal implications either physical or commercial in regard.
33. The Customer carries all responsibility for the Public IP / Private IP provided by Multinet (Udaipur) Private Limited time to time. Multinet (Udaipur) Private Limited is not responsible for any illegal activity made on such IP.
34. If customer using the Multinet (Udaipur) Private Limited Services for commercial purpose like cyber café the customer should follow cyber café law and all the rules and regulations provided by TRAI and Indian Telegraph Act 1855. The customer required to fully comply with the provision Indian Telegraph Act 1855, and the Indian Telegraph Rules made there under and any amendments or replacements made thereto from time to time.
35. Arbitration of Disputes:- In the event of any question, dispute or deference arising out of provisions of Multinet (Udaipur) Private Limited's Services, the jurisdiction to adjudicate the same shall exclusively lie in the courts within the territorial jurisdiction of Udaipur (Raj.) or a mutually appointed arbitrator.
36. The Customer indemnifies Multinet (Udaipur) Private Limited shall keep Multinet (Udaipur) Private Limited indemnified against any action from regulatory authorities. In case Multinet (Udaipur) Private Limited detect any violation of service conditions by the Customer as described above, Multinet (Udaipur) Private Limited at its sole discretion could stop the service without any notice to the Customer.
37. Connection will be disconnected without any prior notice after due date.
38. Late Payment Charges Rs 200/- will be charged after due date mentioned in the Invoice.
39. Reconnection Charged Rs. 500/- will charged after disconnection due to non payment.
40. Payment of this bill by cheque / cash means you accept and declare that you have read above terms and conditions and unconditionally agree to abide by these terms and conditions.
41. If any business need registration with State or Central Government that should be registered and informed to Multinet (Udaipur) Pvt. Ltd.
42. If customer using wi-fi connectivity in their premises that should be informed to Multinet (Udaipur) Pvt. Ltd. Customer solely responsible to use wi-fi connection and its security.

Package	
Speed	
Monthly / Annual Rent	
Pan Card No.	
Driving Licence No.	
Passport Copy	
Adhar Card Copy	
Rent Agreement	
Electric Bill (Photo copy)	
Telephone Bill (Photo copy)	
Passport Size Photo	

I/ We have carefully read above terms and conditions of the agreement and technical specifications of the Internet Services and agree to abide the same.