

Terms and Conditions

1. Month is defined as 30 days
2. Minimum speeds are guaranteed access speeds up to our gateway.
3. All time references in service definitions are made in "hh:mm:hours" format.
4. Day checkout time is 00:00 hrs midnight 49. Day means calendar day.
5. Charges for static IP address are extra.
6. All services are prepaid.
7. Base package is a combination of service parameters which is "Port Speed" and "Service(s) 53. Tariff is subject to change with one month notice or expiry of current validity period, whichever is earlier.
8. Tax and statutory regulations are subject to change without notice.
9. All services are subject to statutory regulations.
10. Subject to Madurai jurisdiction 24x7x365 off-site and online support available.
11. Discounts are applicable only for usage-based-billing packages.
12. Discount amount will be credited to account along with the next renewal 59. No cash refunds against the discounts shall be possible.
13. In case of disconnection, discounts are forfeited.
14. Rounding-off shall be done only to the final figures.
15. Any credits, including discounts, will be credited to the Subscriber's account only at the time of next renewal.
16. Un-interrupted Service Continuity. At the end of the validity period of the current package, the subscription shall automatically get renewed to the most recently subscribed package, provided there is sufficient account balance to complete this transaction, failing which the Subscriber account shall be deactivated. However, the Subscriber(s) can opt to stop auto-renewal by requesting the Realwire Express Network Pvt Ltd customer support services.
17. Money Validity: For deactivated accounts, which might have certain un-spent balance, the account balance available for 6 months from the date of expiry of the subscription. If the user account is re-activated within 6 months from the expiry of
18. Tariff plan for each service is published on the Website www.realwire.in