

# **REALWIRE EXPRESS NETWORK PVT LTD**

Subscriber Terms & Conditions

## **1. Definitions**

Company: REALWIRE EXPRESS NETWORK PVT LTD

Subscriber: Any individual, business, institution, or organization subscribing to the Company's internet or related services.

Service: Internet Broadband, FTTH, IPTV, OTT, Wi-Fi, and any other services offered by the Company.

Billing Month: For all billing, service validity, suspension, and termination purposes, one month shall be considered as 30 calendar days.

## **2. Subscriber Application Policy**

### **2.1 Customer Information**

The subscriber shall provide accurate and complete information during service registration.

The Company may request:

Aadhaar Card

PAN Card

Passport

Driving License

GST Certificate (Business Customers)

Company Registration Documents

Address Proof

### **2.2 Verification**

The Company reserves the right to verify submitted information before activating services.

### **2.3 False Information**

Providing false, misleading, or fraudulent information may result in:

Immediate service suspension

Service termination

Legal action where applicable

## **3. Service Activation**

Service activation shall be completed after:

Successful KYC verification

Installation completion

Payment confirmation

Technical feasibility approval  
Activation timelines may vary based on location and infrastructure availability.

#### **4. Billing & Payment Policy**

##### **4.1 Billing Cycle**

One month = 30 calendar days.  
Services are generally prepaid unless otherwise agreed.

##### **4.2 Due Date**

Subscribers shall make payments before the due date mentioned on invoices.

##### **4.3 Suspension**

Services may be suspended for non-payment without prior notice.

##### **4.4 Reconnection**

Reconnection charges may apply after suspension or termination.

#### **5. Fair Usage & Acceptable Use Policy**

Subscribers shall not use the service for:

Illegal activities

Hacking or cyber attacks

Spam transmission

Malware distribution

Copyright infringement

Unauthorized access to networks or systems

Activities prohibited under Indian laws

The Company may suspend services upon detecting misuse.

#### **6. Parental Control Policy**

REALWIRE EXPRESS NETWORK PVT LTD encourages parents and guardians to supervise internet usage by minors.

##### **6.1 Responsibility**

Parents and guardians are responsible for monitoring online activities of children using the service.

##### **6.2 Content Filtering**

The Company may provide guidance or tools for parental control where available; however:  
The Company does not guarantee complete blocking of inappropriate content.  
No filtering system is 100% effective.

## **6.3 Subscriber Responsibility**

Subscribers are responsible for:  
Device-level parental controls  
Safe browsing practices  
Child internet supervision

## **7. Service Level Agreement (SLA)**

### **7.1 Service Availability**

The Company shall make commercially reasonable efforts to maintain network availability.

### **7.2 Scheduled Maintenance**

Service interruptions may occur due to:  
Scheduled maintenance  
Network upgrades  
Emergency repairs  
Advance notice may be provided whenever possible.

### **7.3 Exclusions**

SLA does not apply to interruptions caused by:  
Power failures  
Natural disasters  
Cable cuts by third parties  
Government restrictions  
Customer equipment failures  
Customer internal network issues  
Force majeure events

### **7.4 Residential Services**

Residential broadband services are provided on a best-effort basis and are not covered by guaranteed uptime commitments unless specifically agreed.

### **7.5 Business Services**

Business and Corporate Internet services may be governed by separate SLA agreements.

## **8. Data Privacy Policy**

### **8.1 Collection of Information**

The Company may collect:  
Name  
Address  
Mobile Number  
Email Address

KYC Documents  
IP Address  
Network Usage Logs  
Billing Information

## **8.2 Purpose of Collection**

Information may be used for:

Service activation

Billing

Customer support

Regulatory compliance

Fraud prevention

Network security

## **8.3 Confidentiality**

The Company shall take reasonable security measures to protect subscriber information.

## **8.4 Disclosure**

Information may be disclosed:

When required by law

To government authorities

To law enforcement agencies

Under court orders

To authorized regulatory bodies

## **8.5 Data Retention**

Customer information and network logs may be retained as required under applicable Indian laws and regulatory requirements.

## **8.6 No Sale of Personal Data**

The Company does not sell subscriber personal information to third parties.

## **9. Network Monitoring**

For network security, troubleshooting, and regulatory compliance, the Company may monitor:

Bandwidth utilization

Connection status

IP assignments

Network performance metrics

The Company does not intentionally monitor the contents of private communications except where legally required.

## **10. Limitation of Liability**

REALWIRE EXPRESS NETWORK PVT LTD shall not be liable for:

Loss of profits

Business interruption

Data loss

Indirect damages

Consequential damages

arising from service interruptions beyond its reasonable control.

## **11. Termination**

The Company may terminate services for:

Non-payment

Violation of Terms & Conditions

Illegal usage

Regulatory requirements

Subscribers may terminate services by providing written notice and clearing outstanding dues.

## **12. Governing Law**

These Terms & Conditions shall be governed by the laws of India.

Any disputes shall be subject to the exclusive jurisdiction of the courts located in Madurai, Tamil Nadu.

REALWIRE EXPRESS NETWORK PVT LTD

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