

# **REALWIRE EXPRESS NETWORK PVT. LTD. CONSUMER CHARTER**

Address: T120, B5 Road, Elish Nagar, Madurai – 625016

Email: [support@realwire.in](mailto:support@realwire.in)

Phone: 9944775776

Website: [realwire.in](http://realwire.in)

## **Company Profile**

Realwire Express Network Pvt. Ltd. has been providing broadband and digital connectivity services since 2012. Starting with a 10 Mbps network, the company now offers Fiber Broadband services up to 1 Gbps and serves more than 3000 customers across Madurai.

## **Services Offered**

FTTH Broadband, Business Internet, Dedicated Internet Access, SD-WAN, Branch-to-Branch Connectivity, Secure VLAN Services, IPTV, OTT Services, Wi-Fi Solutions and Enterprise Connectivity.

## **Quality of Service**

Realwire is committed to delivering reliable and high-quality services in line with applicable TRAI regulations and industry standards.

## **Customer Rights**

Customers have the right to transparent tariff information, complaint registration, service quality commitments, and fair service termination procedures.

## **Complaint Redressal**

Customers may contact support through Phone: 9944775776 or Email: support@realwire.in. Complaints will be tracked through a unique ticket reference.

## **Termination Policy**

Customers may request service termination with prior notice. Company-owned equipment must be returned upon disconnection where applicable.

## **Data Privacy**

Realwire protects customer information and uses collected data only for service delivery, billing, support, and regulatory compliance.

## **Parental Control**

Customers are encouraged to use parental control tools and content filtering for child online safety.