



CUSTOMER AGREEMENT FORM

Customer Details

Home

Business

Corporate

*Customer/Company Name:

*Contact Person:

*NIC/Passport #:

NTN #:

*Phone(s):

Email:

*Installation Address:

Service type: Fixed-Wireless Wired

Tariff (Plan): _____

Customer Declaration

I hereby undertake and commit not to transfer/handover/sublet my Internet connection (even temporarily) to any person who may attempt to use it for any unlawful activity as described in Terms & Conditions. If I do so, I will be liable and fully responsible for all obligations under the law and Kashmir Broadband (Pvt.) Ltd. Any unauthorized transfer/use of the connection shall entitle Kashmir broadband to terminate my connection forthwith.

Connection Cancellation Charges

Description	Charges
Before any team visit	Rs.200
After survey	Rs.500

*Customer's Signature and date

Sales Representative

Lead made by: _____ Form filled by: _____

Name and Signature

Sales Representative: _____ Sales Manager _____

Surveyed By

Surveyor Name _____ Date _____

Comments _____

Installation Team

Installer Name _____ Date _____

CPE IP _____ Gateway _____ VLAN _____

Location: Lat _____ Long _____ Site _____ AP _____

Signature _____

NOC Team

Device added In NMS Installation Pictures Signal Level _____ Date _____

NMS IP _____ Gateway _____ VLAN _____

Name _____ Signature _____

Equipment Used
Mac

TERMS AND CONDITIONS

Please read the following terms and conditions carefully before signing the Customer Agreement Form (CAF) between Kashmir Broadband (Pvt) Ltd., (hereinafter referred as 'KBL') and the 'Customer'.

1. **Payment:** The subscriptions & other fees service charges will be as stated in KBL tariff information. Which may subject to change from time to time without any notice.
 - I. User agrees to pay all charges arising out the use of KBL services.
 - II. KBL reserves the right to terminate the services to user if he/she has arrears in payment subscriptions & account is suspended for couple of days.
2. **Late Fee:** 5% charged on late fee.
3. **Re subscription:** There is no re-subscription charges, upon re-subscription of services customer has to pay its outstanding dues (if any) after that services will be restored or notified(in case services are currently not available).
4. **Rates & Charges:** As long as user subscribed to KBL services user agree to pay in advance he applicable service rates for the service plans he/she deducted along with all charges properly billed to his/her account such charges including one-time, non-recurring set-up fee, monthly recurring charges and applicable duties & taxes. Any payment made to KBL will nether refundable non-transferable except security.
5. **Security Deposit:** User must deposit security, payment, equivalent to one moth recurring amount of service plan selected. The deposit is refundable at the time of termination of services either by user or KBL. This deposit can be adjusted in any outstanding amount due to the user end.
6. **Termination:** KBL reserves the right to terminate the connection/subscription without assigning any reason at any time however customer will not be charged for disconnection.
7. **Duration:** The user may terminate the service by giving KBL 7 days prior notice after the minimum subscription period 30 days.
8. **Defaulters:** If the user do not pay any charges owned to KBL when due to violation of terms of this agreement the KBL has right to discontinue or terminate the service either temporary or permanently after notifying 15 days before action.
9. **Availability of service:** KBL will use its best efforts to provide Customer with quality services without interruption, as far as technically feasible. However the service is subject to transmission limitations beyond KBL control. Services may be temporarily unavailable or limited because of the unavailability of upstream provider services or any third party services not in the control KBL.
 - I. Natural dissertations in wireless air, rain etc.
 - II. Construction at roads development in case of case fiber.
10. **Customer Support:** We will provide telephonic customer support its Technical Assistance Center (TAC) on 24*7*365 basis. Onsite customer support in case of physical line problem will be provided within 48 hours (excluding public holidays and weekends).
11. **Governing Law:** This agreement shall be governed by and construed in accordance with the laws of AJ&K/Pakistan where it applicable.
12. **Taxes:** All government taxes are applicable from time to time if any.
13. **Operating Environment:** Customer shall assume fully responsibility for the overall effectiveness and efficiency of the operating environment in which KBL services and/or in the CPE are to function. Warranty (Depend upon manufacturer).
14. **Assignment:** The Service and the IDs/Passwords issued to the User shall not be assigned to any other party without the prior written consent of KBL.
15. **Company Rights:** KBL at its exclusive discretion shall have the rights to amend the terms and conditions herein at any time upon notice (in such form as may be determined by KBL) to the User.
16. **Disclaimer:** *These terms are applicable unless until SLA (Service Level agreement contract) signed between KBL and customer & KBL had taken responsibility to manage & secure customer account. While every care is taken by KBL in the provision of the Service, KBL shall not be liable for any loss of information howsoever caused whether as a result of any interruption, suspension or termination of the Service or otherwise for any reason whatsoever, or for the contents, accuracy or quality of information available, received or transmitted through the Service. While every care is taken by KBL in the provision of the service, KBL shall not be liable for any misuse of account.*
17. **User/ Usage Responsibilities:** The customer shall:
 - I. Not use service for any unlawful purpose.
 - II. Not attempt to gain unauthorized access any computer connected to internet
 - III. User hereby undertakes that he will not misuse IP connectivity for Voice applications(VOIP exchange gateways) i.e. Passage of illegal traffic, international incoming and outgoing voice or fax or any other technology terminating on any type of telephony network
 - IV. User also hereby undertakes that he will not indulge or terminate or originate VoIP traffic both national and internationally.
 - V. He/she will not use service for the following services
 - VI. Voice service over internet/closed user group,
 - VII. Internet telephony/PCO & vice versa VPN and Video Conferencing unless expressly granted by KBL.
 - VIII. User also undertakes that he/she will not resale internet Bandwidth.
 - IX. Not use the service for any unlawful purposes.
 - X. Not persistently send messages without reasonable cause or for causing any threat, harassment, annoyance, inconvenience or anxiety to any person.
 - XI. Not send any message that is offensive on moral, religious, racial or political grounds or of an abusive, indecent, obscene, libelous or of menacing nature or may infringe in any statutory regulations and laws.
 - XII. Limitation & damages to lease equipment's is responsibility of Customer.
18. **Miscellaneous:** CUSTOMER IS REQUIRED TO MONITOR HIS/HER EMAIL ON A REGULAR BASIS AND PROVIDE ISP WITH PROMPT NOTICE OF ANY CHANGE TO CUSTOMER'S EMAIL ADDRESS. Customer's use of the service following delivery of any notice to Customer from ISP will be deemed to be Customer's acknowledgment and acceptance of such notice. It is Customer's sole responsibility to notify ISP of his/her e-mail address to use for all notices regarding this Agreement, the Privacy Policy, the Price List, the service, and all other notifications. KBL is not responsible for Malwares, customer end software issue