

Terms and Conditions

Terms of the Agreement

This agreement is valid for a period of one year, renewable for further periods of one year at a time. The agreement shall automatically stand renewed on the expiry of each period of one year unless it is expressly terminated. User cannot impose on BlazeNet any terms and conditions outside this agreement. Any disputes to this agreement are subject to Ahmedabad Jurisdiction.

Either party can terminate the agreement without assigning any reason by giving one month's notice. The notice shall be given in writing and either delivered by hand under acknowledgement or sent by mail, electronic mail to Facsimile. BlazeNet may also end this Agreement and the provision of the service immediately if user breaches this Agreement or if it reasonably considered user have misused or abused the services.

List of KYC Documents duly self-attested with Stamp

- Valid Address proof- Telephone bill /Electricity Bill /Ration Card /Statement of Bank or Pass book / Statement of credit card /Rent Agreement etc.
- Valid Photo ID proof- Passport /Driving License /PAN Card /Voter Identity card /Aadhar Card etc.
- The customer is required to submit an Application Form duly signed by him /Company authorized person.
- Other Service Provider (OSP) Registration Certificate from Department of Telecommunication, mandatory if applicable Government issued Business Licenses / Tax Exemption Certificates for SEZ, if applicable.

Installation

The expected time of BlazeNet installation connection is 10 days from the date of order placed.

BlazeNet is responsible for delivering the service to the customer's premise where the customer wishes to install the connection. This can be to a PC (personal computer) or a CPE (Customer Premise Equipment) installed by BlazeNet at customer Premise for accessing the Internet. The Customer has to bear the cost if additional cabling is required. Ownership of the CPEs will be of BlazeNet

The Installation charges for BlazeNet Internet Services are extra as per feasibility of the location.

In case of Shifting of services to other location / premise, customer has to fill new application form along with new Address proof and photo ID proof and installation charges will be extra subject to feasibility of the location.

Availability of the Service

It shall be the endeavor of BlazeNet to provide the service on a continuous basis for 24 hours in a day for all days in week. However, the services is liable to be affected by factors such as failure on hardware, software, power or telecommunication link, natural calamities; in all such and similar cases, beyond the control of BlazeNet, it is understood and agreed that the service is liable to interruption. BlazeNet may also stop the service during periods of scheduled and emergency maintenance.

Non-availability of the service for these and similar reasons will not constitute a breach of this agreement.

If the stoppage is due to a planned maintenance, BlazeNet will endeavor to notify you in advance about the time that the service will not be available. Non- receipt of such notice will however, not constitute a breach of this Agreement.

Performance

BlazeNet expects to provide the service with an adequate level of performance in terms of the response and continuity of availability of the service. However, at times, due to the number of users being high at any time due to unavoidable circumstances, the service may temporarily be slow or limited or even unavailable for short period of time.

Responsibility of BlazeNet

BlazeNet will be providing only the access to the Internet through its central server. It shall be the user's responsibility to provide the computer, Ethernet card, Cable from nearest junction and communication software required for the purpose at the user's end or BlazeNet can provide above setup at user's cost.

BlazeNet will provide an escalation chart for the better support mechanism at the time of installation of the services.

Transfer /Resale of the service

This service is being provided for the user's own use only. The user shall not resell /transfer or hire these services to anyone else.

Use of Internet

The user shall be solely responsible for the selection and use of the information accessed through the Internet. BlazeNet is only providing the access to the internet and is in no way responsible for the content available on the net or the uses to which these may be put by the use of anyone accessing the net through the user's password, for which the user will be solely responsible. In particular, the user must understand that some of the information available on the Internet

may be offensive. The user shall his / her discretion in choosing the material the user access and controls the access by any other person through the user's password.

Some of the information available may also be illegal and leave the user liable to claim by third parties. The user accepts responsibility for the information that is accessed through the user's Internet connection.

BlazeNet is not responsible for the loss of confidentiality that the user may suffer by using the Internet. The Internet provides services such as E-mail, which may be intercepted or otherwise accessed by third parties. The user shall be responsible for the selection and use of various services and security features in relation to all transactions on the Internet, and BlazeNet cannot be held responsible for these at any stage for the revelation of the user's confidential information through the use of Internet.

The user also understood and hereby acknowledges that there is a potential risk of damage to or malfunctioning of the user's computer hardware, software and to the stored information in the user's computer, through such means as virus, worms etc.

The user shall take Internet connection from the authorized service provider only and it will use Internet Telephony only to the extent it is permitted by the Internet Telephony Service Provider (ITSP).

The user shall be responsible to take all required permissions from Government departments like DoT, STPI, SEZ, etc. which are required / mandatory to run their businesses.

The Customer with multiple users implementing NAT mechanism / Dual Stack (1Pv6) on their router / firewall for Access of Internet over the Internet connectivity shall keep NAT Syslog. Parameters to be stored in Syslog of Network Address Translation (NAT) for internet Access are: Start Date and time, End Date and Time, Source IP Address, Source Port, Translated IP Address, Translated Port, Destination IP Address, Destination Port.

Companies who are offering IT enabled Services are required to register under "Other Service Provider (OSP)" from DoT. User has to intimate BlazeNet in case of change in business model to IT enable services. BlazeNet shall not provide Internet services to those companies who are offering IT enabled services without registration as OSP with DoT.

The user hereby undertakes not to use the Internet for any unlawful or unacceptable purpose.

The user also undertakes not to transmit or propagate any undesirable material, including viruses, worms, objectionable messages, and threats, etc.

The user shall be personally liable for the violation of any copyright of intellectual property rights. The user shall ensure that nothing is done through the user's password that infringes the rights of third parties.

The user will also observe the generally accepted codes of behavior and etiquette while using the Internet. In particulars, the user will strictly observe the rules and conventions that may be notified by BlazeNet to the user from time to time in this regard.

Payment

Payment will be made in accordance with BlazeNet's flexible payment plans, which are designed to suit various levels of use. The user undertakes to make all payments on the due-date(s) without fail. The service is liable to be stopped without notice in case of non-payment of the requisite charges/fees.

The user shall make payments only to the authorized personnel of BlazeNet.

Any Tax applicable to the services will be charged as required and it can be change as per government rules and regulations. TDS if any deducted, the relevant Form 16 should be submitted on time.

The payment should be made through a crossed Cheque / Demand Draft / NEFT in favor of BlazeNet Limited. Payment in cash is not acceptable.
