



Telecom Consumer Charter

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Reliance Jio Infocomm Limited provides telecommunication services to customers across India. Reliance Jio Infocomm Limited was formerly known as Infotel Broadband Services Limited and changed its name to Reliance Jio Infocomm Limited in January 2013. The company was incorporated in 2007 and is based in Mumbai, India. Reliance Jio Infocomm Limited is a subsidiary of Reliance Industries Limited, India's largest private sector company.

Tariffs

To know your current tariff information, you may dial 199 from your Jio number, you can also SMS MY<space>PLAN to 199, log on to www.Jio.com or download MyJio App from our website www.Jio.com/GetMyJio or from [Google Playstore \(for Android\)](#) or [Apple Store \(for iPhone\)](#).

A tariff plan once offered shall be available for a minimum period of six months from the date of enrollment to that tariff plan. You are free to choose any other tariff plan, even during the said six months period. For post-paid tariff plans, all plan change requests shall be accepted and implemented from the next billing cycle and the same will be confirmed to you at the time of placing the request.

Mobile Number Portability

Mobile Number Portability allows a telecom service user to move from one operator to another operator irrespective of geographical area. It can also be availed when you move between telecom circles within the same service provider.

MNP features under these regulations are as follows:

- MNP facility is available nationally across all service operators, within as well as across service area.
- You can submit a porting request only after 90 days of the date of activation of your mobile connection. If your mobile number has already been ported once, the number can again be ported only after 90 days from the date of activation after the previous porting.
- To port out your mobile number, you should approach the recipient operator (the operator to whom you want to port your number). You may be required to pay porting charge up to a maximum of Rs.6.46/- to the recipient operator. You will need to complete the subscriber verification requirements and request for porting using a 'Unique Porting Code' (UPC).
- To obtain UPC, sms PORT<space><10digit mobile number> to '1900' from the mobile number you want to port. You will receive an auto generated 8 digits UPC from the MNP Service Provider.
- The UPC is valid for 4 days for all LSAs except for J&K, North East and Assam, LSAs for which UPC is valid for 30 days.
- If you are a post-paid customer making a porting request, you should clear all the bills issued prior to the date of porting request. You will also have to give an undertaking that you shall pay all dues till eventual porting. In event of non-payment, the ported mobile number will be liable to be disconnected by the recipient operator basis request by your previous operator, therefore you are advised to clear unbilled dues before porting.
- If you are a pre-paid customer, please note that the balance amount of talk time and entitlements, if any, at the time of porting, will lapse.
- You may experience "no service" period for up to 2 hours.
- You may withdraw your porting request within 24 hours of its submission to the recipient operator.



- After porting process is complete, you will have to insert the new SIM to access the service of the new service provider.

Your request for UPC can be denied on the following grounds:

- There are outstanding payments due from you by way of pending bill or bills issued as per the normal billing cycle but before the date of application for porting.
- The porting request has been made before the expiry of a period of ninety days from the date of activation of a new connection or previous date of porting, as applicable.
- The porting request has been made before the expiry of seven days from the date of SIM swap or replacement of the mobile number.
- A request for change of ownership of the mobile number is under process/reverification process is undergoing.
- The mobile number sought to be ported is sub-judice.
- The mobile number sought to be ported is under TAFCOP reverification process.
- Porting of the mobile number has been prohibited by a Court of Law.
- There are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but you have not complied with such exit clause.
- Porting request is already in process for the same mobile number or a valid UPC is already issued against the number. You will be informed of the reason for not issuing UPC.

Your request for Porting can be denied on the following grounds:

- Invalid or incorrect UPC.
- In case of a corporate mobile number, the porting request is not accompanied by prescribed authorization letter duly signed and stamped by the authorized signatory of the subscriber. Or the letter request for porting of more than 100 number.

Value Added Services (VAS)

No value added service shall be provided to you without your explicit consent. If there are any value added services that are provided to you free as part of a trial or a free look period, the same shall not be charged post the free look period without your explicit consent. Three days before the renewal of a value added service you are subscribed to, you will receive an SMS confirming the due date of renewal of the said service along with charges and a toll free telephone number that will allow you to unsubscribe from the respective service. To unsubscribe from any value added service, you can register your request by dialing 155223 (toll free). You can also send 'STOP' to 155223 (toll free) and you will get a list of all value added services that are currently active in your account and you can deactivate the services by confirming your choice.

Telecom Commercial Communication Customer Preference Regulation

To stop receiving any commercial communications (call/SMS), you can dial or send SMS to 1909 (toll free) and register in either of the two categories:

- Fully Blocked Category- To stop all commercial calls/SMS.
 - Partially Blocked Category- To stop all commercial calls/SMS except SMS from one of the opted preferences
- I. For registering option using SMS, for 'Fully Blocked Category', SMS "FULLY BLOCK" and send it to 1909.
 - II. For 'Partially Blocked Category', SMS 'BLOCK' with one or multiple options from the list of eight preference categories



Categories: There are at present 8 preferences to choose from- Banking/Insurance/Financial Products/Credit Cards-1, Real Estate-2, Education-3, Health-4, Consumer goods and automobiles-5, Communication/Broadcasting/Entertainment/IT-6, Tourism & Leisure-7, Food & Beverages-8.

For example: To block calls/messages relating to only Health products, SMS “ STOP 4” to 1909. Similarly, for blocking messages related to Real Estate and Education, send SMS “ STOP 2, 3” to 1909.

The TRAI is in the process of implementing Digital Consent for consent given by you to any entities. Please ensure to validate your digital consent as and when requested for.

National Customer Preference Register

National Customer Preference Register(NCPR) is a national data base containing a list of the telephone numbers of all subscribers who have registered their preferences regarding receipt of commercial communications maintained by TRAI. You can register a complaint within 7 days of the Unsolicited Commercial Communication (UCC) by calling 1909 or by forwarding such communication to 1909 along with the telephone number or header, as the case may be, and the date of receipt of the unsolicited commercial communication in the following format:-

“The unsolicited commercial communication, XXXXXXXXXX, dd/mm/yy” Where XXXXXXXXXX – is the telephone number or header of the SMS, as the case may be, from which the unsolicited commercial communication has originated.

You can also register a complaint on My Jio app or our website www.Jio.com or email us on our Unsolicited Commercial Communication email address: 1909@Jio.com. We will seek a response from the originating operator and inform you of the action taken within 7 days. All telemarketers, before starting any tele- marketing activity have to register with on the designated DLT portal of at least one of the Telecom Service Providers . Telecom resources used for Telemarketing activity shall have a specific number range allocated of the type 140 XXX XXXX. Going forward, all service and transactional calls will be made from a specific number range starting with 1600 xx xxxx.

No telemarketing (Voice Call or SMS) is permitted between 9.00 PM to 10.00 AM. We shall not send any commercial communication, either directly or by mixing such communication with service communication, through voice call or SMS or Unstructured Supplementary Service Device (USSD) to you if your number is registered in the National Customer Preference Register.

We'd like you to have a good experience each and every time you do business with us. If you've faced any inconvenience or are displeased with any of our services, whatever the reason is, you can get in touch with us and we'll try to resolve it as soon as possible.

Jio Care

To register your complaint with us, you can reach us on Jio consumer care centers, 24 hours a day, any day of the year. For any complaints, service requests or and queries:

- call us on consumer care number 198 (toll free) or general information number 199 (toll free) from your Jio number.
- call us on 1800-88-99999(for Jio Mobile), 1800-896-9999(for Jio Fiber) from any number.
- write to us at our e-mail id: care@jio.com.
- Log your complaint/query in MyJio app
- message us via WhatsApp on 70007 70007(for Jio Mobile) and 70005 70005(for Jio Fiber service).



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- Visit personally at any nearest Jio store.
- Visit the official Jio handles on one of the many Social Media channels

Please ensure to make record of the unique docket number provided to you while registering your complaint at Jio customer care. You will need it for all future communications concerning a complaint.

Our responsibilities

Jio Care will:

- Identify and accept your complaint.
- Register all complaints and allocate a unique complaint docket number to your complaint.
- Ensure all details required for resolution of the complaint are understood and noted.
- Communicate the complaint docket number and the complaint resolution time limit given to you.
- Communicate the solution of the complaint to you by phone or other electronic media within the stipulated timeframe.
- You may also choose to approach the appellate authority, if you are not satisfied by the resolution.
- All plan details are transparently conveyed to the consumers and placed on the website.
- A tariff plan once offered shall be available to a subscriber for a minimum period of 6 months.
- We shall give an advance notice of not less than 30 days to the Authority and Subscribers before terminating an existing tariff plan.
- Customer will be informed on activation of a voucher about usage, account balance etc. as per Telecom Consumer Protection Regulation 2012 issued by TRAI.
- We shall ensure that the Porting Charge under MNP does not exceed Rs.6.46 or the upper limit of per port transaction charges prescribed by TRAI from time to time. Further, the changeover takes place in accordance with the Regulations.
- We shall ensure that consumer's commercial communication preferences are registered / deregistered as per the TCCCPR 2018 and subsequent amendments in the Regulations.
- We shall ensure that the VAS is not provided without the consumer's explicit consent and the deactivation procedure is adequately communicated to the consumer.

Time taken to address your complaint:

As per the timelines specified by the regulations from time to time. The same will be confirmed to you at the time of registering a complaint.

Complaint Redressal Mechanism

In accordance with the Telecom Consumers Complaint Redressal Regulations, 2012, we assist customers with a two-level grievance redressal mechanism to resolve their complaints:

1. Contact Center
2. Appellate Authority

Contact Center Level:



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To register complaint at contact center, customer can reach us by:

- call us on consumer care number 198 (toll free) or general information number 199 (toll free) from your Jio number.
- call us on 1800-88-99999(for Jio Mobile), 1800-896-9999(for Jio Fiber) from any number.
- write to us on our e-mail id: care@jio.com.
- Log your complaint/query in MyJio app
- message us via WhatsApp on 70007 70007(for Jio Mobile) and 70005 70005(for Jio Fiber service).
- Visit personally at any nearest Jio store
- Visit the official Jio handles on one of the many Social Media channels

We provide a unique docket number to the complainant for every complaint registered with us, which is required for all future communications related to the complaint. As per the timelines specified by the regulations, from time to time, we inform the customer about expected resolution time.

Appellate Authority Level:

In case you are not satisfied with the resolution provided to you, and if you want to appeal further, you may do so by appealing to our Appellate Officers* in your region anytime from Monday to Friday, between 10:30 AM and 06:00 PM with your unique complaint number you get post registering your complaint with JioCare.

You may also prefer to file an appeal either directly to the Appellate Authority through email, fax, post, in person, through the appellate authority contact number (18008893999) or through the consumer care number 198.

While making an appeal to the Appellate Authority, please keep in mind the following points:

- You must file the appeal within 30 days after the expiry of the complaint resolution time limit. If there was any reason why you cannot file the appeal within 30 days, please do let us know, we may consider your case (up to 3 months).
- You may provide your complaint docket number while contacting the Appellate Authority. This will help the Appellate Authority to get your entire case history.
- The docket number of your appeal will be communicated to you within 3 days of filing your complaint.
- The appeal will be decided within 39 days from the date of filing your complaint.
- The Appellate Authority will:
- Accept your appeal while capturing the docket number issued to you by Jio.
- Re-register your complaint and allocate another unique docket number (with details of previous docket number included).
- Communicate this docket number and the complaint resolution time to you.
- Do Root Cause Analysis and communicate the solution to you by phone or other electronic media within the stipulated timeframe.

Time taken to address your appeal:

39 days from the filing of the appeal

Web-Based complaint monitoring system

To check the status of a complaint or to log a new complaint, visit our website www.jio.com or MyJio App, login to your account with your Jio ID and password and access “Service Requests” option under your profile tab. A unique Service Request number is provided to you for the complaint registered.

Contact Details

Contact Centers

For any information on our services, products, new tariffs, new plans, offers, activation & deactivation processes, any other queries, service requests, complaints or details, please follow following options:

- call us on consumer care number 198 (toll free) or general information number 199 (toll free) from your Jio number.
- call us on 1800-88-99999(for Jio Mobile), 1800-896-9999(for Jio Fiber) from any number.
- write to us at our e-mail id: care@jio.com.
- message us via WhatsApp on 70007 70007(for Jio Mobile) and 70005 70005(for Jio Fiber service).
- Visit personally at any nearest Jio store

Registered Office Address:

Reliance Jio Infocomm Ltd, Office -101, Saffron, Nr. Centre Point, Panchwati 5 Rasta, Ambawadi, Ahmedabad-380006, Gujarat, India.

Service Area	Office Address
Andhra Pradesh	Reliance Corporate IT Park Limited, KBR Towers, Above Reliance Trends, M.G Road, Vijayawada, AP-520008.
Telangana	Reliance Jio Infocomm Limited, 4th Floor, Lake Shore Towers, Rajbhavan Road, Somajiguda, Beside Yes Bank, Hyderabad,Telangana-500082.
Assam	Reliance Jio Infocomm Limited, Reliance Corporate IT Park Ltd., 1st Floor, Bijay Crescent, Mahapurush Srimanta Sankardev Path (G.S.Road), Rukiminigaon, Guwahati, Assam – 781022.
Bihar	Reliance Jio Infocomm Limited, B.D Complex, Plot 210/233, Rupaspur, Bailey Road,Patna, Bihar-801503.
Jharkhand	Reliance Jio Infocomm Limited, 2nd & 3rd Floor, Sandhya Tower, Commercial Complex, Puruliya Road, Ranchi,Jharkhand-834001.
Delhi NCR	Unitech Commercial Tower, Tower-A, Netaji Subhash Marg, Block B, Greenwood City, Sector 45, Gurugram, Haryana 122003
Gujarat	Reliance Jio Infocomm Limited, 2nd Floor, Reliance Mart, Opp. Drive-in Cinema, Ahmedabad,Gujarat-380054.
Haryana	Reliance Jio Infocomm Limited, B-93 Industrial Area, Phase 8 Mohali, Punjab 160071.
Himachal Pradesh	Reliance Jio Infocomm Limited. Level 1792, 2nd Floor (From Ground) Parking Block, Modern ISBT, Tutikandi, Shimla, Himachal Pradesh-171004.

Jammu	Reliance Jio Infocomm Limited, Veer Tower, Marble Market, Mouza Deeli, Khasra No 732 & 733, Jammu - 180012, J&K
Kashmir	Reliance Jio Infocomm Limited, 4th Floor, Sara City Mall, Jahangir Chowk, Srinagar - 190001, J&K
Karnataka	Reliance Jio Infocomm Limited, RCITPL, RMZ Icon Building, No. 51, Palace Cross Road, Bengaluru, Karnataka- 560052.
Kerala	Reliance Jio Infocomm Limited, Pukalakkattu Kariyattu Tower, Near Yatri Nivas, Mamangalam, Palarivattom P.O., Kochi, Kerala – 682 025.
Kolkata	Reliance Jio Infocomm Limited, Godrej Waterside, Tower II, 17th & 18th Floor, Plot No: 5, Block - DP, Sector-V, Saltlake City, Kolkata -700091.
Maharashtra & Goa	Reliance Jio Infocomm Ltd., Downtown The City Centre, 2nd and 3 rd Floor, S.No.8 13/1/2, Off Karve Road, Mhatre Bridge, Erandwane, Pune, Maharashtra 411004
Madhya Pradesh	Reliance Jio Infocomm Limited, 4th Floor, Dhan Trident, Satya Sai Square, Vijay Nagar, A.B. Road, Indore, Madhya Pradesh-452010.
Chhattisgarh	Reliance Jio Infocomm Limited, 4th Floor, Dhan Trident, Satya Sai Square, Vijay Nagar, A.B. Road, Indore, Madhya Pradesh-452010.
Mumbai	Reliance Jio Infocomm Limited, 3rd Floor, B Wing, Fortune 2000 Building, Bharat Nagar, Bandra - Kurla Complex, Mumbai – 400051
North East	Reliance Jio Infocomm Limited, First Floor, B. M. Tower, Near Fire Brigade, Madan Lewrynghep, Shillong , Meghalaya-793014.
Odisha	Reliance Jio Infocomm Limited, Fortune Tower, 1st Floor, Wing A & B, Gangadhar Meher Marg, Chandrasekharapur, Bhubaneswar, Odisha-751023.
Punjab	Reliance Jio Infocomm Limited, C-135, Industrial Area, Phase – VIII, Mohali-160071.
Rajasthan	Reliance Jio Infocomm Limited, G467, VKI Area, Road Number 12, Sikar Road, Jaipur Pincode 302013.
TN / Chennai	Reliance Jio Infocomm Limited, Prestige Palladium Bayan, 2nd Floor, No, 129-140, Greams Road, Thousand Lights, Chennai – 600006. TamilNadu
U.P. East	Reliance Jio Infocomm Limited, The Solitaire, Opposite Fun Mall, Gomti Nagar, Lucknow- 226010 (U.P.)
U.P. West	Reliance Jio Infocomm Limited, 2-7, Nishyam Kunj, Abhikarm complex, Civil Lines, Meerut-250003(U.P.)
Uttarakhand	Reliance Jio Infocomm Limited, 2-7, Nishyam Kunj, Abhikarm complex, Civil Lines, Meerut-250003(U.P.)
West Bengal	Reliance Jio Infocomm Limited, Godrej Waterside, Tower II, 17th & 18th Floor, Plot No: 5, Block - DP, Sector-V, Saltlake City, Kolkata -700091.

Appellate Authority Address

Service Area	Name and Designation of Appellate Authority	T.No., Fax No. and email address of Appellate Authority
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Andhra Pradesh	Rajasekhar Mamillapalli, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.ap@jio.com
Telangana	Sreedhar Nandiraju, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.ap@jio.com
Assam	Ritwick Chakraborty, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: apellate.assam@jio.com
Bihar	Chandra Prakash, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.bih@jio.com
Jharkhand	Santosh Sinha, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.bih@jio.com
Delhi NCR	Sanjay Tiku, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.del@jio.com
Gujarat	Bhavesh Mehta, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.guj@jio.com
Haryana	Sanjiv Sachdeva, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.har@jio.com
Himachal Pradesh	Sameer Pandey, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.hp@jio.com
Jammu	Vivek Sharma, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.jk@jio.com
Kashmir	Neeraj Fotedar, Head Customer Service	T.No.18008893999 Fax:18008891211, Email : appellate.jk@jio.com
Karnataka	Shiva Kumar Nagaraj, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.kar@jio.com
Kerala	Sarika Yedre, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.ker@jio.com
Kolkata	Sanjay Chatterjee, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.kol@jio.com
Maharashtra & Goa	Giridhar Puvvala, Head Customer Service	T.No.18008893999, Fax:18008891211, Email: appellate.mah@jio.com

Madhya Pradesh	Partha Pratim, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.mp@jio.com
Chhattisgarh	Partha Pratim, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.mp@jio.com
Mumbai	Saurabh Parmar, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.mum@jio.com
North East	Banibroto Biswas, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.NE@jio.com
Odisha	Bikash Mohanty, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.ori@jio.com
Punjab	Karuna Misra, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.pb@jio.com
Rajasthan	Arun Mani, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.raj@jio.com
TN / Chennai	Royston Antony, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.tn@jio.com
U.P. East	Rajesh Sharma, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.upe@jio.com
U.P. West	Sunil Kapoor, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.upw@jio.com
Uttarakhand	Deepak Negi, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.upw@jio.com
West Bengal	Sailesh Rupani, Head Customer Service	T.No.18008893999, Fax:18008891211, Email : appellate.wb@jio.com

Quality of Service (QoS) Parameters prescribed by the TRAI:

Wireless Services

S. No.	Name of Parameter	Benchmark
I. Network Availability		
(i)	Availability of service wise geospatial coverage map on service provider's website for percentage of working cells	≥ 99%



(ii)	Cumulative downtime (Cells not available for service)	$\leq 1.5\%$
(iii)	Worst Affected Cells due to downtime	$\leq 1.5\%$
(iv)	Percentage of significant network outage (services not available in a district for more than 4 hours) reported to the Authority within 24 hrs of start of the outage. Compensation to the subscribers for significant network outages of more than 24 hrs: - For post-paid subscribers registered in the district: Proportional rent rebate, as per plan charges, for affected number of days shall be credited in next bill. - For the pre-paid subscribers registered in the district: The validity of subscribed tariff offering shall be increased by equal number of affected days.	100%
II. Voice Connection Establishment (Accessibility)		
(v)	Call Set-up Success Rate: Intra- Service provider (within service provider's network)	$\geq 98\%$
(vi)	Call Set-up Success Rate: Inter- Service provider (incoming from other service providers' network)	$\geq 95\%$
(vii)	Point of Interconnection (POI) Congestion (90 th percentile value)	$\leq 0.5\%$
III. Voice Connection Maintenance (Retainability)		
(ix)	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (93, 93)]	$\leq 2\%$
(x)	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (88, 88)]	$\leq 2\%$
(xi)	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (88, 88)]	$\leq 2\%$
IV. Broadband Service		
(xii)	Latency (in 4G and 5G network)	≤ 75 msec
(xiii)	Packet Drop Rate (in 4G and 5G network)	$\leq 3\%$
(xiv)	Percentile value of measured test samples for which download and upload speed is $\geq$ offered typical download and upload speed in tariff offerings	80 th percentile
S. No.	Name of Parameter	Benchmark
(i)	Maximum Bandwidth utilization between radio and core network during TCBH	$\leq 80\%$
(ii)	SDCCH Congestion/ RRC Congestion	$\leq 1\%$
(iii)	Traffic Channel congestion i.e. TCH, RAB, E-RAB, EN-DC (E-UTRAN New Radio Dual Connectivity for NSA to access 4G and 5G both networks at same time) or DRB (Data Radio Bearer for SA) Congestion	$\leq 2\%$
(iv)	Connections with good voice quality	$\geq 95\%$
(v)	Jitter (in 4G and 5G network)	≤ 50 msec
(vi)	Messaging: Successful SMS delivery within service provider's network	$\geq 95\%$

Wireline Services

S. No.	Name of Parameter	Benchmark
I. Service Provisioning		
(i)	Provision of a service within 7 working days of payment of demand note by the customer	≥ 98%
II. Fault Repair		
(ii)	Fault incidences (No. of faults per 100 subscribers)	≤ 5
(iii)	Fault repair by next working day	≥ 85%
(iv)	Fault repair within three working days	≥ 99%
	Rent rebate/ validity extension in case fault is repaired after three(3) working days: For post-paid subscribers: Proportional rent rebate for actual number of days, during which fault remains pending shall be credited in next bill. For pre-paid subscribers: The validity of subscribed tariff offering shall be increased for actual number of days during which fault remain pending.	
(v)	Mean Time-To-Repair (MTTR)	≤ 10 hours
III. Point of Interconnection		
(vi)	Point of Interconnection (POI) Congestion (90 th percentile value)	≤ 0.5%

Broadband Services

S. No.	Name of the Parameter	Benchmark
I. Service provisioning		
(i)	Provision of a service within seven (7) working days of payment of demand note by the customer	≥ 98%
II. Broadband Service Performance		
(ii)	Latency	≤ 50 msec
(iii)	Packet Drop Rate	≤ 1%
(iv)	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff offerings	90 th percentile
(v)	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s)	≤ 80%
(vi)	Jitter	≤ 40ms
III. Fault Repair		
(vii)	Fault incidences (No. of faults per 100 subscribers)	≤ 5
(viii)	Fault repair by next working day	≥ 85%
(ix)	Fault repair within three working days	≥ 99%
	Rent rebate/ validity extension in case fault is repaired after three (3) working days: For post-paid subscribers: Proportional rent rebate for actual number of days, during which fault remain pending, shall be credited in next bill.	

For pre-paid subscribers: The validity of subscribed tariff offering shall be increased for actual number of days, during which fault remain pending.

Customer Services

S. No.	Name of Parameter	Benchmark
I. Customer Service		
(i)	Billing and charging complaints	≤ 0.1%
(ii)	Resolution of billing/ charging complaints within four weeks	100%
(iii)	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	100%
(iv)	Accessibility of call centre/ customer care	≥ 95%
(v)	Percentage of calls answered by the operators (voice to voice) within ninety seconds	≥ 95%
(vi)	Termination/ closure of service within seven working days of receipt of customer's request	100%
(vi)		100%
(vii)	Refund of deposits within 45 days of closure of service or non-provisioning of service	100%

Quality of Service Benchmark promised by RJIL

RJIL is committed to deliver the best services to its consumers and ensuring strict compliance to the Quality of Service Benchmark specified by the Authority. Though Reliance Jio Infocomm will strive to meet the prescribed benchmarks but due to technical/practical reasons it might vary which will be duly intimated to the regulator.

Details about devices/equipment provided by RJIL

RJIL may provide devices and/or Customer Premise Equipment (or CPE), at its sole discretion, when- ever it deems fit for the provision of service. CPE shall mean and include the telephone instrument, modem, routers, batteries, all software, hardware and any other equipment/accessories included with it and supplied. The details of these equipment may be seen on our website www.Jio.com as there are frequent change in the offers / equipment.

In case RJIL provides the devices and/or CPE, the following shall be applicable:

- Customer shall neither shift the CPE nor transfer the same in any manner. Customer shall not make any changes to the CPE. In case customer fails to comply with the Terms and Conditions of enrolment, RJIL reserves the right to lift or remove the CPE from the customer's premises and terminate the enrolment without any liability whatsoever on its part.
- Customer shall return the CPE immediately on termination of the Relationship Period.
- Customer shall be responsible for the maintenance and upkeep of the CPE subject to normal wear and tear.
- The CPE is provided to the customer in order to facilitate RJIL to exclusively use the same for rendering its Services. Customer shall not deal with the CPE independent of RJIL in any manner whatsoever.



Disconnection of Service

You can terminate the services by reaching us through consumer care, sending a written request, e-mail or by visiting any Jio store near you. The services will be disconnected within seven days of your request. The termination of service shall be subject to the return or recovery of the equipment, wherever applicable. Any amount if due after adjusting the outstanding dues, will be refunded within 60 days.

Terms and Conditions (for postpaid service)

Valid documents which can be enclosed along with CAF are:

Proof of Identity (All identity proof to have photo)

- Passport
- Arms License
- Driving License
- Election Commission ID card
- Ration Card with Photo, for the person whose photo is affixed (Except Mumbai & Maharashtra)
- CGHS/ECHS card
- Certificate of address having photo issued by MP/MLA/Group-A Gazetted officer in letter head
- Certificate of address with photo from Govt. recognized educational institutions (for students only)
- Certificate of photo identity, issued by Village Panchayat head or its equivalent authority (for rural areas) (original only)
- Income Tax PAN card
- Photo Credit card
- Address card with photo issued by Department of Posts, Govt. of India
- Smart card issued by CSD, Defence/Paramilitary
- Current Passbook of Post Office/any scheduled bank having photo
- Photo Identity card (of Central Govt./PSU or State Govt./PSU only)
- Photo Identity Card issued by Govt. recognized educational institutions of current session (for students only)
- Caste and Domicile Certificate with photo issued by State Govt. like Assam and other states
- Pensioner card having photo
- Freedom Fighter Card having photo
- Kissan Passbook having Photo
- Aadhaar – Unique Identification Number issued by Unique Identity Authority of India (UIDAI)

Proof of Address

- Passport
- Arms License
- Driving License (Except Mumbai & Maharashtra)
- Election Commission ID card
- Ration Card with address (Except Mumbai & Maharashtra)
- CGHS/ECHS card



- Certificate of address having photo issued by MP/MLA/Group-A Gazetted officer in letter head
- Certificate of address with photo from Govt. recognized educational institutions (for students only)
- Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) (original only)
- Water bill in name of applicant(not older than last three months)
- Telephone bill of Fixed Line (not older than last 3 months)
- Electricity bill in name of applicant(not older than last 3 months)
- Income Tax assessment Order (not older than 1 year)
- Vehicle Registration Certificate
- Registered Sale/lease Agreement
- Address card with photo issued by Department of Post, Government of India
- Current Passbook of Post Office/any scheduled bank, Photo Identity card having address (of Central Govt./PSU or State Govt./PSU only)
- Credit Card Statement (not older than last 3 months)
- Cast and Domicile Certificate with Address and photo issued by State Govt. like Assam and other states
- Pensioner's card with address
- Freedom Fighter Card with address
- Kissan Passbook with address
- Aadhaar – Unique Identification Number issued by Unique Identity Authority of India (UIDAI)

This list is as per DoT circular no.842-725/2005-VAS (Pt) dated 7th October, 2009 and will be amended time to time. This list may not be conclusive and is subject to changes to comply with the regulations existing at the time of filling the CAF.

1. DEFINITIONS

- **“Affiliate”** shall mean with respect to Reliance Jio Infocomm Ltd (RJIL), any person directly or indirectly controlling, controlled by, or under direct or indirect common control with RJIL and includes its subsidiaries, holding company, associate companies and subsidiaries of its holding company
- **“Authority/ies”** shall mean Government of India and /or a State Government (Government) any Local Authority, Cantonment Board, Department of Telecommunications (DOT), Telecom Regulatory Authority of India (TRAI), Courts of Law or other judicial /quasi- judicial forums, security agencies and other statutory authorities, as the case may be, and shall include their successor –in –interest.
- **Business Connection:** Entities like company, organization, firm, LLP, institution, undertakings, proprietorship, trust, society, etc. can avail business connections in its name post submitting the requisite documents/information and following the prescribed KYC process for authorized signatory and end users.
- **“Charges” or “Tariff”** shall include, but not be limited to all fees, call charges/tariffs, deposits, rentals, advances, activation fees, SIM / Equipment charges, subscription charges and interconnection costs and includes any other incidental charges relating thereto chargeable by RJIL from time to time for providing the Services/s and additional Services/s to Customer wherever applicable and shall exclude service charges, taxes, duties or any other Government levies (present and futures) as applicable from time to time, unless expressly stated to the contrary in the billing statement.
- **“Customer”** means any individual, company, proprietorship or partnership firm or such other party or entity or person who has filled and accepted the terms and conditions of CAF with a view to avail the Services as mentioned herein. The definition of the word



“Customer” shall be deemed to include the expression / word “Subscriber” wherever used or defined in this CAF and its related documentation. “Postpaid Subscriber” shall mean the Subscriber who subscribes to the Postpaid Services referred to herein.

- **“DOT”** means Department of Telecommunications, Ministry of Communications and IT, Government of India.
- **“Equipment”** means and includes any Services compatible cellular instrument/handset, Customer Terminal, Network Interface Unit (NIU), data access card or USB modem with valid ESN/IMEI Code necessary for connecting to the Network in order to avail of the Services.
- **“Government”** shall mean Government of India and/or State government, any local authority, Cantonment Board, Courts of law or other judicial/quasi-judicial forums as the case may be and include “Telecom Regulatory Authority of India” (TRAI) and “Department of Telecommunication” (DOT).
- **“License”** shall mean the License granted to RJIL by DoT to install and operate (or any of them) and provide the Services as authorized under the license.
- **“Network”** means the communication network and other equipment/software used by RJIL to provide for Service/s and shall include telephone exchange, base stations, microwave and landline link.
- **“Other Service/s”** means any service/s which is additional to the Service/s including but not limited to value added services, contents, data service, collection and billing.
- **“Recharge Voucher” or “RCV”** means the prepaid recharge coupon, which is pre-loaded with monetary value/talk time/validity/top up/tariff reduction/Additional data/VAS Service, etc. The RCV can be either in electronic form or in the physical printed scratch card form or in any other form at the discretion of RJIL.
- **“Service Area”** shall mean the Telecom Circle where RJIL has License to offer Services and Customer opts to avail the Services.
- **“Services”** means the telecommunication services or data Services and other value added/ supplementary/additional services provided by RJIL and specifically opted by Customer or by implication due to usage.
- **“SIM Card” or “Card”** shall mean Subscriber Identification Module Smart Card, for use with the equipment/cellular phone/USB modem to enable access to the Network in order to avail of the Services.
- **“Reliance Jio Infocomm Limited” or “RJIL”** means a Company incorporated under the Companies Act, 1956 and having its registered office at 101, Saffron, Nr. Centre Point, Panchwati 5 Rasta, Ambawadi, Ahmedabad-380006, Gujarat, India and licensed by DoT to install and operate and provide the Services in different licensed service areas. (This name of the company may be changed without notice).

2. PROVISION OF SERVICES

- The Services are provided by RJIL, by virtue of a License provided by the DoT. It is specifically agreed, that in the event of any change in the law concerning the Service or any Government policy, in relation to the Services, any and all such changes and alterations shall be deemed to be applicable to the Services and these terms and conditions deemed to have been amended in accordance with the revised alterations or policies based on the Government Policy.
- RJIL reserves the right to reject/cancel any application of any Customer in case of incomplete and/ or incorrect/or fabricated information and documentation or failure to qualify the terms and conditions laid down by RJIL and any Government and regulatory body from time to time.
- Services will be activated only after proper verification of Customer including its financial standing, its duly filled CAF, Photo, Proof of Identity (PoI) and Proof of Address (PoA) documents (as described by the Government from time to time) submitted by the



Customer. In the event of incomplete and/or incorrect information, RJIL has right to reject or cancel Services in whole or in part with prior notice.

- The customer hereby agrees that for all cases requiring tele-verification, it shall be his/her responsibility to call up RJIL tele-verification number and conclude the tele-verification for activation of service. In the event, the customer fails to conclude the tele-verification process within 30 days from the date of signing the CAF, RJIL shall have the right to reject services and cancel the number, without refund of any type of the charges paid for services including pre-on-post recharges, by the Customer to RJIL.
- RJIL reserves the right to seek/verify information from the Customer which may include physical verification at address, Customer's local reference (in case of outstation Customer and Foreign Customer), its associates, neighbours or any third party at the discretion of RJIL and reserves the right to reject the CAF for providing the Services even after activation of Services for any reason without incurring any liability of any nature. In case of Foreign Tourist, the Service is valid either for the maximum duration of three (3) months or till the validity of Visa of the said Foreign Tourist in India, whichever occurs earlier. In case of other Foreign National (other than Tourist), the service is valid till the validity of Visa. In case existing Post-paid Subscriber migrates to Pre-paid tariff plan or visa-versa, the Subscriber's verification shall be conducted in a same manner as conducted in case of acquisition of new Customer.
- The information provided by the Customer / gathered by RJIL shall become the property of RJIL to the extent permitted by law. RJIL may be required to disclose any information pertaining to the Customer to any Government, statutory or regulatory authority, and security agency and reserves the right to disclose at its discretion without any prior intimation to the Customer.
- In case on verification the documents like Pol and PoA submitted by the Customer for availing of Services is found to be forged, RJIL shall be free to initiate legal proceeding, including filling of FIR, against such alleged Customer.
- The Customer including the Business Connections, shall declare at the time of filling of CAF, the number of mobile connections used from other licensed service providers in the Service Area.
- Customer undertakes that the SIM/Fixed Line connection issued to him/her shall not be used for telemarketing and in case such SIM is used for telemarketing, he/she shall be liable to register & pay such charges as may be decided by the TRAI and RJIL.
- Customer who do not want to receive commercial communications can dial (mobile & fixed) or SMS (mobile only) to 1909 (toll free) and register in either of the two categories
 - Fully Blocked Category- stoppage of all commercial Calls/SMS
 - Partially Blocked Category- stoppage of all commercial Calls/SMS except SMS from one of the opted preferences.
- For registering option using SMS, for 'fully blocked category', write "START 0" and send it to 1909. For 'partially blocked category', send SMS 'START' with one or multiple options from the list of seven categories viz. for Banking/Insurance/Financial Products/Credit Cards - 1, Real Estate - 2, Education - 3, Health - 4, Consumer goods and automobiles - 5, Communication/Broadcasting/ Entertainment/IT - 6, Tourism & Leisure - 7. For example: To receive messages relating to only Health products, SMS "START 4" to 1909. Similarly, for receiving messages related to Real Estate and Education, send SMS "START 2, 3" to 1909.
- Any waiver, concession, freebies or extra time allowed or granted to the Customer is limited to the specific circumstances in which it was given and the same shall not affect the RJIL's right under this agreement in any manner whatsoever.

3. OBLIGATIONS OF THE CUSTOMER

The customer shall throughout the duration of the Services:



- Acknowledge that the SIM / equipment provided to the Customer for the provisioning of Services is the sole and absolute property of RJIL even after termination of the Services.
- The initial Service shall be made available on payment of activation Charges or any other applicable Charges as per subscribed Tariff plan or as notified by RJIL from time to time.
- Service shall not be used to make foul, profane expressions, impersonate another person with fraudulent or malicious intent, to call another person so frequently or at such times of the day or any other manner so as to annoy, abuse, threaten or harass any third party.
- Service shall not be used for any purpose in violation of the law or against public policy or National Integrity and Security.
- Service shall not be used to infringe and/or violate, whether intentional or otherwise, rights of a third party in any form of intellectual property.
- Service shall not be used in SIMBOX devices.
- Service shall not be used to make unauthorised and unsolicited telemarketing/commercial calls/SMS, other than where designated number series are being used for the purpose.
- Service shall not be used in such a manner as to interfere unreasonably with the use of the Service by one or more other Customers or interfere with RJIL's reasonable ability to provide the Services to others.
- The customer should not furnish any false particulars, suppress any material information, or impersonate another person, while establishing his identity for availing of telecommunication services.
- The customer should not fail to share information as required under The Telecommunication Act 2023.
- The customer should not
 - possess or use without an authorisation, any equipment that blocks telecommunication;
 - use telecommunication identifiers not allotted or permitted to him/her;
 - tamper with telecommunication identifiers;
 - possess radio equipment without an authorisation or an exemption that can accommodate more than specified number of subscriber identity modules;
 - obtain subscriber identity modules or other telecommunication identifiers through fraud, cheating or personation;
 - wilfully possess radio equipment knowing that it uses unauthorised or tampered telecommunication identifiers.

Any violation to the above is punishable as per the provisions of Section 42(3) of Telecommunication Act 2023.

- The customer is responsible for complying with all applicable laws, instructions, regulations and directions issued by Government and Authorities from time to time.
- The Customer shall not link/network the Services with any other telecommunication network including, but not limited to Internet Service network among others.
- The Customer agrees that RJIL shall not be liable or responsible for any alleged fault of any nature in the Equipment.
- The Customer shall intimate in writing any change of name, address, title or constitution, whenever such changes take place along with a copy of the documentary evidence of the change. If such change is not intimated/ not acceptable to RJIL, RJIL shall have the right to proceed against the Customer to recover its due and/or, disconnect the Services.
- The Customer, either individual or Business Connection, shall intimate to RJIL, any change of address within one week of such change along with new proof of address, If during re-verification process by the RJIL or any government Security Agencies, it is found that Customer's address is not correct, then the connection may be disconnected forthwith and the Customer shall be solely responsible of any consequent hardship.
- Customer shall be responsible for bonafide use of Services. Any request for transfer of Services to any other person or entity shall not be entertained by RJIL as the subscriptions



of Services are for bonafide personal use only. Any private transfers affected by the Customer shall be illegal. However, the change in the name between the blood relatives/legal heirs is permitted provided Customer provides no objection certificate or death certificate (in case of death of original Customer) and fill the new CAF and follow all the procedures applicable for the acquisition of new Customer and its verification. Besides that, in such cases change of address will not be permitted.

- RJIL acceptance of payment from a person/third party other than the Customer will not amount to RJIL having transferred or modified any of the rights or obligations of the Customer to such person/third party.
- The Customer hereby expressly agrees that RJIL has the right to change the terms of providing the Service whether or not such change is necessitated by reason of Government directions contained in a letter, memorandum, notification, press release, circular, agreement, supplementary license or any other direction as may be issued by Government from time to time.
- The Customer expressly agrees to give identification details, if required by RJIL, to unlock his/her/its SIM or Equipment at the sole option of RJIL.
- In the event of Customer roaming outside the Network, he/she shall ensure that the Equipment that he/she is using is compatible to the frequency of the visiting network, under no circumstances would RJIL be held responsible for any reason whatsoever, if the Customer could not avail the roaming service on account of non-compatibility of the Equipment being used.
- While roaming outside the Service Area, Charges/Tariff may differ from operator to operator. Applicable operator specific tariff(s) will be charged from the Customer. While roaming outside the Service Area, the Customer can avail of all the Value Added Services that the Customer has subscribed to with RJIL, provided the respective operator network supports the same. Applicable operator specified Tariffs will be charged for such services.
- Customer shall always use the Equipment with valid IMEI Code to avail the Services failing which RJIL shall disconnect the Services without any notice as per the statutory /Government requirements.
- It will be the sole responsibility of the Customer to ensure that the Equipment used by him/her is compatible with the frequency allotted and the Service, Network, value added and other services/ features of RJIL.
- Customer shall pay to RJIL such amount, as may be required by RJIL, as interest free security deposit for the due performance of the Customer obligation under these T&C. RJIL may set off these amounts against any cost, damage or expense which RJIL may suffer or incur as result of Customer's failure to perform any of these obligations.
- Any increase/addition/introduction in taxes and/or levy of any taxes, levies, duties or any other statutory charges, etc., (present/future) shall be charged to the Customer without any notice and shall at all-time be deemed to be payable.
- Calls to Customer service centre by Customer may be scrutinized only for the purpose of evaluating the quality of Customer support service.
- Postpaid Customer further acknowledges that:
 - To be able to continue to avail the Service, the Customer has to pay all his bills /dues. Services to the SIM Card will be discontinued if there is no-usage (Voice/Video/SMS/Data/VAS) or non-payment of monthly rental (including advance rental plans) for a continuous period of 90 days at the discretion of RJIL. Postpaid Customer can avail safe custody option by paying Rs.150 for every three months or part thereof. For details call 199 or visit www.jio.com.
 - Charging shall occur on the basis of subscription / usage as recorded by the RJIL and shall be treated as correct and final and shall be binding on the Customer. For pulse and charging mechanism please refer your relevant bill plan or www.jio.com.



- SMS charging is dependent upon character length in each message. A single SMS (English Language) will only contain 160 characters. Any SMS greater than 160 characters will be charged in multiples thereof as separate SMS.
- Any change in the tariff or related terms and conditions, schemes etc., communicated inter alia through IVR or SMS or USSD etc., shall be valid and proper intimation.
- RJIL shall bill the Customer as per the billing cycle which shall run on the frequency as may be decided by RJIL from time to time. Subject to payment of reasonable costs, as applicable be provided with an itemized usage charges which you have been charged for including calls made, SMS sent, VAS services utilized etc. upon request.
- Bill shall be inclusive of all applicable taxes, cess etc. as applicable.
- Bill or any notice will be sent at the billing address of the Customer as per the CAF unless advise in writing, by the Customer. RJIL shall not be responsible for non-receipt of the bills(s), and in such case, it shall be incumbent on the Customer to enquire about the dues and settle the same.
- All payments are to be made on or before the prescribed due date in the billing statement. While any payment mechanism prescribed by RJIL may be used to pay the bill, the date of payment shall always be the date when such payment is actually received by RJIL. All non- cash payments are subject to realization. Outstation cheques shall not be accepted.
- Payments beyond due date shall entail late fees and /or interest as prescribed by RJIL from time to time and taxes thereon. The same shall be payable from the due date till actual realization of the payment.
- Customer shall pay all the dues, without any deductions, set-off or withholding in respect of Services availed by him. However, in case of any disputes regarding the charges levied, Customer shall intimate in writing within seven days of receipt of the bill. Customer shall also pay full amount of disputed charges, if any, irrespective of any pending dispute(s).
- Upon delay/non-payment of bills beyond the due date or non-deposit of any applicable fee, charge or deposit, or any increase thereof, RJIL reserves the right to totally or partially disconnect the services of such Customer. For restoring the services, the Customer shall have to apply for reactivation of connection, after making the due payments and the applicable restoration charges.
- Any advance/security deposit paid by the Customer shall be adjusted against any dues payable by the Customer to RJIL and balance if any will be refunded by RIL within 60 days from the deactivation of the services.
- For use of international roaming services, customer may require to pay an additional fee /deposit as applicable from time to time.
- Customer shall pay all the costs of collection and legal expenses for recovery of dues from the Customer.
- The Customer may call RJIL's Interactive Voice Response System (IVRS) in order to know about the current outstanding / due bill(s) / payments made.
- The Subscriber shall not use the Services for any improper, immoral, anti-national, unlawful, or abusive purpose or for sending obscene, indecent, threatening, harassing, unsolicited messages, nor create any damage to RJIL or its Network or to any other person whomsoever. Any such misuse shall under no circumstances be attributed to RJIL and the Subscriber shall be solely responsible for such acts. The Subscriber shall indemnify and hold harmless RJIL, its agents and franchisees from all suits, costs, damages or claims of any kind arising out of any act or omission or misuse of the Services by the Subscriber or any other person with or without the consent of the Subscriber.
- The Subscriber agrees that all the information provided in this form is correct and the subscriber shall be solely responsible and liable if same is found incorrect.



- The Subscriber also agrees to provide further information as and when demanded by RJIL, and to comply with all directions, guidelines, instructions etc. issued by RJIL relating to the network, services and any/all matters connected to the services of RJIL.

4. MOBILE NUMBER PORTABILITY

The Mobile Number Portability shall be subject to the applicable laws/ regulations as may be amended from time to time.

- Eligibility Criteria: (a) A period of ninety days has expired from the date of activation of his mobile connection in the case of a mobile number not ported earlier/or from the date of activation of his mobile number after its last porting. (b) There are no outstanding payments due to the Donor Operator by way of pending bills or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting. (c) There is no pending request for change of ownership of the mobile number. (d) The mobile number sought to be ported is not sub-judice (e) Porting of the concerned mobile number has not been prohibited by a Court of Law.
- The UPC is valid for 4 days for all LSAs except for J&K, North East and Assam, LSAs for which UPC is valid for 30 days.
- Porting request can be withdrawn within 24 hours of applying.
- You may experience “no service” period for up to 2 hours.
- Grounds of rejection: (a) There are outstanding payments due from you by way of pending bill or bills issued as per the normal billing cycle but before the date of application for porting. (b) The porting request has been made before the expiry of a period of ninety days from the date of activation of a new connection or previous date of porting, as applicable. (c) A request for change of ownership of the mobile number is under process/reverification process is undergoing. (d) The mobile number sought to be ported is sub-judice. (e) Porting of the mobile number has been prohibited by a Court of Law. (f) There are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but you have not complied with such exit clause. (g) Porting request is already in process for the same mobile number. (h) Invalid or incorrect UPC. (i) In case of a corporate mobile number, the porting request is not accompanied by prescribed authorization letter duly signed and stamped by the authorized signatory of the subscriber. Or the letter request for porting of more than 100 number.
- The subscriber declares that all dues have been paid as per the last bill & bound to pay all unpaid dues to donor operator pertaining to the mobile number sought to be ported till its eventual porting and thereafter, failure to pay unpaid dues will lead to disconnection by RJIL as per regulatory norms.
- The subscriber agrees that upon porting of mobile number balance validity & other benefits offered by donor operator shall lapse.

5. LIMITATION OF LIABILITY

- RJIL's maximum liability under these terms and otherwise, in relation to the service shall be limited to a refund of the amount charged (if any) by RJIL for the transaction which gave rise to dispute.
- RJIL does not guarantee uninterrupted or fault free working of the Network or the Service/s or Software and shall not be liable to the Customer or any other user or other person for injuries or damages or death resulting from operation of the Network/Service/s arising due to any events (including but not limited to fire, explosion, war, riots, Strikes, Lockout, picketing, boycotts, acts of the Government Authorities, Act of God and causes originating in the facilities or operation of other telecom or allied service providers).



- RJIL makes no representation or warranty other than those specifically set forth herein and disclaim all warranties, express or implied.
- RJIL shall not be liable to the Customer for any loss (loss includes business loss/es), costs or damage whatsoever caused, arising directly or indirectly in connection with the Service/s.
- RJIL expressly excludes liability for itself and for its Directors and its employees for direct and indirect consequential loss, damage, economic or otherwise, including loss of profits and loss of reputation even if advised of the possibility thereof. RJIL expressly excludes liability for libel and /or slander arising out of a message or content received or sent by the Customer via the Network.
- RJIL may at its discretion send to the Customer various information for the Customer using electronic media or otherwise.
- In the event that any exclusion contained herein shall be held to be invalid or adjudged illegal or unenforceable for any reason, such part of the terms shall be ineffective only to the extent of such invalidity or unenforceability, without in any way affecting the validity or enforceability of the remaining parts. Such unenforceable or invalid part of the terms shall be replaced with enforceable and valid terms most closely resembling the intention of the unenforceable or invalid terms.
- RJIL is not liable for any act or omission not attributable to RJIL's personnel, computer system, software, program, process, Network or electronic system or Equipment and is liable only to the extent of involved access and usage charges for any defect, error or omission in the Service rendered.
- RJIL is not liable for calls lost or not established due to radio frequency limitations including but not limited to Customer leaving the Service Area or entering areas not adequately covered by the Network.
- RJIL shall not be responsible for any third party liabilities/injuries caused by any defect in the Equipment.
- In no event, whether for breach of warranty, breach of contract, negligence or otherwise RJIL shall be liable for special, incidental or consequential damages, including but not limited to loss of profits or revenues, cost of capital, cost of substitute products, facilities or services, downtime costs, any change or modification of any such computer system, software, program, process or electronic system in relation to any such data change or claims of Customers for such damages.
- If a Customer reports the loss or theft of the SIM /Equipment, the Customer shall report the loss or theft of the SIM /Equipment to the Police and thereafter RJIL shall within reasonable time deactivate the same. Until such deactivation the Customer shall be liable to pay all the charges towards the service. RJIL will replace the SIM card as soon as it is reasonable and practicable, subject to recovery of any charges for the same.
- RJIL is not responsible for Network or any other issues in the event the Network or Equipment is shared or taken on rent from another service provider while in HPLMN (home network) and VPLMN (roaming) or Intra Circle Roaming.

6. SUSPENSION/ DISCONNECTION/ TERMINATION

Notwithstanding anything contained herein, RJIL shall be entitled to suspend /terminate the Service/s (whether temporarily or permanently) to recover all outstanding and dues from the Customer, without prejudice to, and in addition to any right or remedy available to RJIL, under any applicable law, if:

- The License is suspended / terminated temporarily or otherwise vide Governments, Court's orders, TRAI's rules, regulations, orders, directions, notifications etc., including changes thereto prohibiting and/or suspending the rendering of such Services.
- Transmission limitations caused by topographical, geographical, atmospheric, hydrological and/or mechanical conditions.



- During technical failure, modification, up gradation, or variation, relocation, repair and/or maintenance of the Network/equipment.
- To combat potential fraud, sabotage, wilful destruction, etc.
- If Service is used in any manner, which violates any law or Government order/directions etc., or adversely affects or intervenes in any manner, the rendering of Service by RJIL.
- If at any time the Customer fails to satisfy requisite credit check or provides incorrect or misleading information in the CAF.
- At any time the Customer fails to pay charges due on or before the due dates.
- The customer is in breach of the Telecom Commercial Communications Customer Preference Regulations, 2018, or any amendments or Directions appurtenant thereto.
- The Customer is in breach of any other provision of these terms and conditions or is declared insolvent /bankrupt /liquidated /dissolved or a Trustee or Receiver is appointed to take over the assets of the Customer.
- Any other reason which is found to be reasonable by RJIL, warranting suspension/disconnection.
- The provisions of Service/s (or any of them) to the Customer adversely affects the Network or equipment of RJIL or the provision of Service/s to the Customer are revoked, discontinued or suspended.
- As per government regulations, for connections without any usage (voice/video calls, Outgoing SMS, internet usage, VAS purchases with balance) for 90 days, following actions are liable to be performed by RJIL: (a) For subscribers with less than Rs. 20 balance, all services will be deactivated pending payment of Reactivation fee for a period of 15 days. Number will be disconnected on non-payment of said Fee within this period. (b) For subscribers with more than Rs. 20 balance, Automatic Number Retention Scheme will be put into effect- Rs. 20 will be deducted and services will continue for 30 days. If there is no usage till the end of this period (a) or (b) may come into effect, depending on balance.
- Usage of Equipment by the Customer for which IMEI codes are not traceable or valid on RJIL Network.
- Any reconnection of service/s shall be done at the sole discretion of RJIL and fulfilment of other conditions as specified by RJIL.
- The Customers shall remain liable for the charges during the period of suspension of services.

7. FORCE MAJEURE

RJIL shall not be, directly or indirectly, responsible for break or disruption of Services on account of Force Majeure circumstances, such as riots, strike and lockouts either in the works and office of RJIL or general strike in the city or in the country, civil disobedience, act of war, flood, tempest, fire, earthquake or any other act of God , policy of the Government, Court orders, Judgment ,systems failure, Network failure, any external network or any cause of whatsoever nature beyond the control of RJIL, making it impossible to render the Services to the Customer. However, the Customer shall continue to pay all Tariffs/Charges as per the terms of this CAF notwithstanding the Force Majeure conditions. It is understood by the Customer that provision of Services by RJIL is subject to certain external factors and agencies who are actively involved in providing the Services to the Customer and RJIL shall not be liable for the same.

8. ADDITIONAL TERMS AND CONDITIONS FOR CUSTOMERS OF RJIL'S HIGH SPEED INTERNET JIOFIBER AND JIO AIRFIBER SERVICES (FIBRE TO THE HOME / OR TO ANY CUSTOMER LOCATION)

- All speeds mentioned in the plan/s are guaranteed up to ISP node.
- For Jio AirFiber maximum speed available to the customer is provided in plan details.



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- Contention ratio as defined by TRAI is applicable on all plans described in the Tariff Enrolment Plan (TEF). This contention ratio is subject to change as per TRAI directives and the prevalent law in force.
- Fair usage limit (FUP) and/or commercial usage policy (CUP) is applicable on certain high speed internet plans. FUP/CUP is uploaded on RJIL's website at www.jio.com and is liable to change from time to time. Customers are encouraged to refer to the above link on a regular basis to acquaint themselves of the FUP.
- Any Wi-Fi connectivity deployed by subscriber on his own will be activated only after it is registered for centralized authentication system (As per DOT directive on Wi-Fi security).
- RJIL, its affiliates may issue to the Customer with certain devices / equipment in order for the Customer to avail of RJIL's services and connect to the internet, these devices are liable to be returned by the Customer to RJIL on termination of services / connection or on request by RJIL. An interest free deposit may be payable by the Customer to RJIL at the time of issue of these devices.
- The Customer shall keep the RJIL owned equipment in good condition. In case of non-return of RJIL owned devices/equipment or return of RJIL owned devices/equipment in damaged/non-working conditions, penalty charges will be applicable and payable by the Customer. At the discretion of RJIL, the said penalty charges may also be deducted from the security deposit maintained with RJIL.
- Exit Clause (for Jio Fiber services): If the subscriber chooses to exit:
 - Post service being provisioned after Customer signs CAF, but without having availed of the services of RJIL, then all one time charges (activation, installation, etc.) will stand forfeited by the Customer.
 - Having availed services (for any duration of time), then all one time charges (activation, installation, etc.) & plan charges will stand forfeited by the Customer.
 - Any refund if applicable will be paid within eight weeks. Account termination will be done on receipt of RJIL owned equipment and settlement of all balance outstanding, penalty/damages (if applicable) will be deducted from refund amount.

9. DECLARATION OF CONSENT

This notice provides highlights of the full RJIL privacy policy available at www.jio.com. The notice applies to services provided as a result of this application form. RJIL uses the collected information to provide the services you request. RJIL may use the information to inform about other products or services offered by RJIL and its affiliates. Customer hereby provides consent to the collection, processing and use of its personal data as provided in the form for the mentioned purposes as per the privacy policy available at www.jio.com

10. MISCELLANEOUS

- RJIL may upon notice to Customer (i) suspend the Services (ii) disconnect the Customer from the Services and Network (iii) change Tariff.
- RJIL reserves the right to modify/alter/amend or change all or any of the terms and conditions of this CAF by a written notice addressed by RJIL to the last address given by the Customer or through a public notice in print media, at its sole discretion, due to regulatory, administrative and/or commercial compulsions or for any other reason considered necessary in the interest of business operations. RJIL shall also have the right to amend this CAF as this is necessary for the proper provisioning and conduct of the services in public interest or is mandated by any change in applicable law or regulation or consequent to change in the terms of the License granted to RJIL. Both parties shall act strictly according to the direction of a statutory body/authority, State Government or Government of India or any court etc and as per any applicable statute.
- RJIL's contractual rights and remedies, as well as those available at law or equity, are independent and cumulative.



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- The Subscriber has fully read / has been explained in vernacular, verbatim the contents of the Postpaid application form and understood the contents thereof and has signed it in token of its consent, with clear understanding that it is a valid and binding document and can be enforced by in accordance with the law.
- Any dispute shall be subject to the exclusive jurisdiction of the courts situated in city/town in which regional head office of RJIL relevant Circle is located (i.e Circle in which the Customer is registered with RJIL).
- The Customer shall indemnify and keep indemnified RJIL against all loss, damages, and claims, actions that are initiated against RJIL for any act or omission by the Customer in utilizing the Services of RJIL under this CAF and/or for non-compliance of the Customers obligations listed in clause 3 above.
- The CAF binds the Customer, his/her heirs, executors, administrators, successors and permitted assignees to the terms & conditions of the CAF.
- The information and terms and conditions provided overleaf and on the website shall be treated as part and parcel of this CAF.
- RJIL reserves the right to seek / verify particulars provided by the Subscriber to RJIL, in any manner without notice or intimation.
- RJIL reserves the right to provide Services through its agents and franchisees.
- RJIL shall, unless the Subscriber indicates otherwise, send promotional materials to Subscriber via electronic media (which includes text messages and emails), mailers and voice.
- RJIL shall not be responsible for any criminal liability incurred by the Subscriber due to any misuse of the Service provided by RJIL i.e. any acts of commission or omission by the Subscriber.
- RJIL shall not be liable for any act of commission or omission of any dealer/retailer/third party/ suppliers/manufacturers/including any agency/company offering any privilege or benefits to Subscriber without specific permission of authority of RJIL.
- RJIL shall preserve the secrecy of all details of financial transactions between the Subscriber and RJIL to the extent required by general law.
- Further, RJIL is authorized, without reference to the Subscriber, to comply with any written request and demand to furnish any information about the Subscriber from any Authority under the law.
- Privacy of communication is subject to regulations of the Authorities and Government, the terms of the License agreement of the company and other statutory and regulatory factors.
- RJIL will provide the Customer with usage details (if sought by the Customer) in compliance with TRAI Regulations. These usage details will be provided by RJIL to the Customer in an electronic format and not in a physical printed form / hardcopy.

Terms and Conditions (for prepaid service)

Valid documents which can be enclosed along with CAF are:

Proof of Identity (All identity proof to have photo)

- Passport
- Arms License
- Driving License
- Election Commission ID card
- Ration Card with Photo, for the person whose photo is affixed (Except Mumbai & Maharashtra)
- CGHS/ECHS card
- Certificate of address having photo issued by MP/MLA/Group-A Gazetted officer in letter head



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- Certificate of address with photo from Govt. recognized educational institutions (for students only)
- Certificate of photo identity, issued by Village Panchayat head or its equivalent authority (for rural areas) (original only)
- Income Tax PAN card
- Photo Credit card
- Address card with photo issued by Department of Posts, Govt. of India
- Smart card issued by CSD, Defence/Paramilitary
- Current Passbook of Post Office/any scheduled bank having photo
- Photo Identity card (of Central Govt./PSU or State Govt./PSU only)
- Photo Identity Card issued by Govt. recognized educational institutions of current session (for students only)
- Caste and Domicile Certificate with photo issued by State Govt. like Assam and other states
- Pensioner card having photo
- Freedom Fighter Card having photo
- Kissan Passbook having Photo
- Aadhaar – Unique Identification Number issued by Unique Identity Authority of India (UIDAI)

Proof of Address

- Passport
- Arms License
- Driving License (Except Mumbai & Maharashtra)
- Election Commission ID card
- Ration Card with address (Except Mumbai & Maharashtra)
- CGHS/ECHS card
- Certificate of address having photo issued by MP/MLA/Group-A Gazetted officer in letter head
- Certificate of address with photo from Govt. recognized educational institutions (for students only)
- Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) (original only)
- Water bill in name of applicant(not older than last three months)
- Telephone bill of Fixed Line (not older than last 3 months)
- Electricity bill in name of applicant(not older than last 3 months)
- Income Tax assessment Order (not older than 1 year)
- Vehicle Registration Certificate
- Registered Sale/lease Agreement
- Address card with photo issued by Department of Post, Government of India
- Current Passbook of Post Office/any scheduled bank, Photo Identity card having address (of Central Govt./PSU or State Govt./PSU only)
- Credit Card Statement (not older than last 3 months)
- Cast and Domicile Certificate with Address and photo issued by State Govt. like Assam and other states
- Pensioner's card with address
- Freedom Fighter Card with address
- Kissan Passbook with address
- Aadhaar – Unique Identification Number issued by Unique Identity Authority of India (UIDAI)



This list is as per DoT circular no.842-725/2005-VAS (Pt) dated 7th October, 2009 and will be amended time to time. This list may not be conclusive and is subject to changes to comply with the regulations existing at the time of filling the CAF

The terms and conditions mentioned herein shall form the integral part of the accompanying Customer Application Form (“CAF”).

1. DEFINITIONS

- **“Affiliate”** shall mean with respect to Reliance Jio Infocomm Ltd (RJIL), any person directly or indirectly controlling, controlled by, or under direct or indirect common control with RJIL and includes its subsidiaries, holding company, associate companies and subsidiaries of its holding company.
- **“Authority/ies”** shall mean Government of India and /or a State Government (Government) any Local Authority, Cantonment Board, Department of Telecommunications (DOT), Telecom Regulatory Authority of India (TRAI), Courts of Law or other judicial /quasi- judicial forums, security agencies and other statutory authorities, as the case may be. , and shall include their successor –in –interest.
- **Business Connection:** Entities like company, organization, firm, LLP, institution, undertakings, proprietorship, trust, society, etc. can avail business connections in its name post submitting the requisite documents/information and following the prescribed KYC process for authorized signatory and end users.
- **“Charges” or “Tariff”** shall include, but not be limited to all fees, call charges/tariffs, deposits, rentals, advances, activation fees, SIM / Equipment charges, subscription charges and interconnection costs and includes any other incidental charges relating thereto chargeable by RJIL from time to time for providing the Services/s and additional Services/s to Customer wherever applicable and shall exclude service charges, taxes, duties or any other Government levies(present and futures) as applicable from time to time, unless expressly stated to the contrary in the billing statement.
- **“Customer”** means any individual, company, proprietorship or partnership firm or such other party or entity or person who has filled and accepted the terms and conditions of CAF with a view to avail the Services as mentioned herein. The definition of the word “Customer” shall be deemed to include the expression / word “Subscriber” wherever used or defined in this CAF and its related documentation. “Postpaid Subscriber” shall mean the Subscriber who subscribes to the Postpaid Services referred to herein.
- **“DOT”** means Department of Telecommunications, Ministry of Communications and IT, Government of India.
- **“Equipment”** means and includes any Services compatible cellular instrument/handset, Customer Terminal, Network Interface Unit (NIU), data access card or USB modem with valid ESN/IMEI Code necessary for connecting to the Network in order to avail of the Services.
- **“Government”** shall mean Government of India and/or State government, any local authority, Cantonment Board, Courts of law or other judicial/quasi-judicial forums as the case may be and include “Telecom Regulatory Authority of India” (TRAI) and “Department of Telecommunication” (DOT).
- **“License”** shall mean the License granted to RJIL by DoT to install and operate (or any of them) and provide the Services as authorized under the license.
- **“Network”** means the communication network and other equipment/software used by RJIL to provide for Service/s and shall include telephone exchange, base stations, microwave and landline link.
- **“Other Service/s”** means any service/s which is additional to the Service/s including but not limited to value added services, contents, data service, collection and billing.



- **“Recharge Voucher” or “RCV”** means the prepaid recharge coupon, which is pre-loaded with monetary value/talk time/validity/top up/tariff reduction/ Additional data/VAS Service, etc. The RCV can be either in electronic form or in the physical printed scratch card form or in any other form at the discretion of RJIL.
- **“Service Area”** shall mean the Telecom Circle where RJIL has License to offer Services and Customer opts to avail the Services.
- **“Services”** means the telecommunication services or data Services and other value added/ supplementary/additional services provided by RJIL and specifically opted by Customer or by implication due to usage.
- **“SIM Card” or “Card”** shall mean Subscriber Identification Module Smart Card, for use with the equipment/cellular phone/USB modem to enable access to the Network in order to avail of the Services.
- **“Reliance Jio Infocomm Limited” or “RJIL”** means a Company incorporated under the Companies Act, 1956 and having its registered office at 101, Saffron, Nr. Centre Point, Panchwati 5 Rasta, Ambawadi, Ahmedabad-380006, Gujarat, India and licensed by DoT to install and operate and provide the Services in different licensed service areas. (This name of the company may be changed without notice).

2. PROVISION OF SERVICES

- The Services are provided by RJIL, by virtue of a License provided by the DoT. It is specifically agreed, that in the event of any change in the law concerning the Service or any Government policy, in relation to the Services, any and all such changes and alterations shall be deemed to be applicable to the Services and these terms and conditions deemed to have been amended in accordance with the revised alterations or policies based on the Government Policy.
- RJIL reserves the right to reject/cancel any application of any Customer in case of incomplete and/ or incorrect/or fabricated information and documentation or failure to qualify the terms and conditions laid down by RJIL and any Government and regulatory body from time to time.
- Services will be activated only after proper verification of Customer, its duly filled CAF, Photo, Proof of Identity (PoI) and Proof of Address (PoA) documents (as described by the Government from time to time) submitted by the Customer. In the event of incomplete and/or incorrect information, RJIL has right to reject or cancel Services in whole or in part with prior notice.
- RJIL reserves the right to disconnect the connection in case of non-recharge post expiry of recharge validity.
- The customer hereby agrees that for all cases requiring tele-verification, it shall be his/her responsibility to call up RJIL tele-verification number and conclude the tele-verification for activation of service. In the event, the customer fails to conclude the tele-verification process within 30 days from the date of signing the CAF, RJIL shall have the right to reject services and cancel the number, without refund of any type of balance on the account, including the charges for services, paid by the Customer to RJIL.
- RJIL reserves the right to seek/verify information from the Customer, Customer's local reference (in case of outstation Customer and foreign Customer), its associates, neighbours or any third party at the discretion of RJIL and reserves the right to reject the CAF for providing the Services even after activation of Services for any reason without incurring any liability of any nature. In case of foreign tourist, the Service is valid either for the maximum duration of three (3) months or till the validity of Visa of the said foreign tourist in India, whichever occurs earlier. In case of other Foreign national (other than Tourist), the service is valid till the validity of Visa. In case existing Post-paid Subscriber migrates to Pre-paid tariff plan, the Subscriber's verification shall be conducted in a same manner as conducted in case of acquisition of new Customer.



- The information provided by the Customer / gathered by RJIL shall become the property of RJIL to the extent permitted by law. RJIL may be required to disclose any information pertaining to the Customer to any Government, statutory or regulatory authority, and security agency and reserves the right to disclose at its discretion without any prior intimation to the Customer.
- In case on verification the documents like PoI and PoA submitted by the Customer for availing of Services is found to be forged, RJIL shall be free to initiate legal proceeding, including filling of FIR, against such alleged Customer.
- The Customer including the Business Connection, shall declare at the time of filling of CAF, the number of mobile connections used from other licensed service providers in the Service Area.
- Customer undertakes that the SIM/Fixed Line connection issued to him/her shall not be used for telemarketing and in case such SIM is used for telemarketing, he/she shall be liable to pay such charges as may be decided by the TRAI and RJIL.
- Customer who do not want to receive commercial communications can dial or SMS to 1909 (toll free) and register in either of the two categories: (a) Fully Blocked Category- stoppage of all commercial Calls/SMS; (b) Partially Blocked Category- stoppage of all commercial Calls/SMS except from one of the opted preferences.
- For registering option using SMS, for 'fully blocked category', write "FULLY BLOCK" and send it to 1909. For 'partially blocked category', send SMS 'BLOCK' with one or multiple options from the list of eight categories viz. for Banking/Insurance/Financial Products/Credit Cards-1, Real Estate-2, Education-3, Health-4, Consumer goods and automobiles-5, Communication/Broadcasting/ Entertainment/IT-6, Tourism & Leisure-7, Food and Beverages-8. For example: To block messages relating to only Health products, SMS "BLOCK 4" to 1909. Similarly, for blocking messages related to Real Estate and Education, send SMS "BLOCK 2, 3" to 1909.

3. OBLIGATIONS OF THE CUSTOMER

The Customer shall throughout the duration of the Services:

- Acknowledge that the SIM/equipment provided to the Customer for the provisioning of Services is the sole and absolute property of RJIL even after termination of the Services.
- The initial Service shall be made available on payment of activation Charges or any other applicable Charges as per Tariff or as notified by RJIL from time to time.
- Service shall not be used to make foul, profane expressions, impersonate another person with fraudulent or malicious intent, to call another person so frequently or at such times of the day or any other manner so as to annoy, abuse, threaten or harass any third party.
- Service shall not be used for any purpose in violation of the law or against public policy or national integrity and security.
- Service shall not be used to infringe and/or violate, whether intentional or otherwise, rights of a third party in any form of intellectual property.
- Service shall not be used in SIMBOX devices.
- Service shall not be used to make unauthorised and unsolicited telemarketing/commercial calls/SMS, other than where designated number series are being used for the purpose.
- Service shall not be used in such a manner as to interfere unreasonably with the use of the Service by one or more other Customers or interfere with RJIL's reasonable ability to provide the Services to others.
- The customer should not furnish any false particulars, suppress any material information, or impersonate another person, while establishing his identity for availing of telecommunication services.
- The customer should not fail to share information as required under The Telecommunication Act 2023.



- The customer should not
 - possess or use without an authorisation, any equipment that blocks telecommunication;
 - use telecommunication identifiers not allotted or permitted to him/her;
 - tamper with telecommunication identifiers;
 - possess radio equipment without an authorisation or an exemption that can accommodate more than specified number of subscriber identity modules;
 - obtain subscriber identity modules or other telecommunication identifiers through fraud, cheating or personation;
 - wilfully possess radio equipment knowing that it uses unauthorised or tampered telecommunication identifiers.

Any violation to the above is punishable as per the provisions of Section 42(3) of Telecommunication Act 2023.

- The customer is responsible for complying with all applicable laws, instructions, regulations and directions issued by Government and Authorities from time to time.
- The Customer shall not link/network the Services with any other telecommunication network including, but not limited to Internet Service network among others.
- The Customer agrees that RJIL shall not be liable or responsible for any alleged fault of any nature in the Equipment.
- The Customer shall intimate in writing any change of name, address, title or constitution, whenever such changes take place along with a copy of the documentary evidence of the change. If such change is not intimated/ not acceptable to RJIL, RJIL shall have the right to proceed against the Customer to recover its due and/or, disconnect the Services.
- The Customer, either individual or Business Connection, shall intimate to RJIL, any change of address within one week of such change along with new proof of address, If during re-verification process by the RJIL or any government Security Agencies, it is found that Customer's address is not correct, then the connection may be disconnected forthwith and the Customer shall be solely responsible of any consequent hardship.
- Customer shall be responsible for bonafide use of Services. Any request for transfer of Services to any other person or entity shall not be entertained by RJIL as the subscriptions of Services are for bonafide personal use only. Any private transfers affected by the Customer shall be illegal. However the change in the name between the blood relatives/legal heirs is permitted provided Customer provides no objection certificate or death certificate (in case of death of original Customer) and fill the new CAF and follow all the procedures applicable for the acquisition of new customer and its verification. Besides that in such cases change of address will not be permitted.
- RJIL acceptance of payment from a person/third party other than the Customer will not amount to RJIL having transferred or modified any of the rights or obligations of the Customer to such person/third party.
- The Customer hereby expressly agrees that RJIL has the right to change the terms of providing the Service whether or not such change is necessitated by reason of Government directions contained in a letter, memorandum, notification, press release, circular, agreement, supplementary license or any other direction as may be issued by Government from time to time.
- The Customer expressly agrees to give identification details, if required by RJIL, to unlock his/her/its SIM or Equipment at the sole option of RJIL.
- In the event of Customer roaming outside the Network, he/she shall ensure that the Equipment that he/she is using is compatible to the frequency of the visiting network, under no circumstances would RJIL be held responsible for any reason whatsoever, if the Customer could not avail the roaming service on account of non-compatibility of the Equipment being used.
- While roaming outside the Service Area, Charges/Tariff may differ from operator to operator. Applicable operator specific tariff(s) will be charged from the Customer. While



roaming outside the Service Area, the Customer can avail of all the Value Added Services that the Customer has subscribed to with RJIL, provided the respective operator network supports the same. Applicable operator specified Tariffs will be charged for such services.

- Customer shall always use the Equipment with valid IMEI Code to avail the Services failing which RJIL shall disconnect the Services without any notice as per the statutory /Government requirements.
- It will be the sole responsibility of the Customer to ensure that the Equipment used by him/her is compatible with the frequency allotted and the Service, Network, value added and other services/ features of RJIL.
- Any increase/addition/introduction in taxes and/or levy of any taxes, levies, duties or any other statutory charges, etc., (present/future) shall be charged to the Customer or deducted from the Customer's account.
- Calls to customer service centre by Customer may be scrutinized only for the purpose of evaluating the quality of customer support service.
- Prepaid Customer further acknowledges that:
 - a. To be able to continue to avail the Service, the Customer has to recharge his/her subscription with an RCV of a requisite denomination.
 - b. The RCV shall have such component including, but not limited to "Call time", "Processing fee", "Validity" and "Service tax" (which is subject to change). RJIL reserves the right to change or alter at any point of time inter-alia the composition of RCV, its validity period, grace period, period to carry forward unused balance and the period offered for number retention, etc. in line with TRAI regulations.
 - c. Once the validity of the Card expires, the Customer gets a grace period as determined by RJIL. The Service shall be deactivated when the grace period of Card expires with prior notice. RJIL shall not refund the residual value left on the Card of Customer after the grace period is over. Deactivation would necessarily mean that all incoming and outgoing calls/sms/VAS are barred. However, if the Card is recharged before expiry of the grace period, the residual value shall be carried forward to the next validity period counted from the date of recharge. In case the Card is not recharged before the expiry of the aforesaid period, any residual value shall lapse immediately. If the Customer does not recharge the Card within the said grace period, the Card stands cancelled and Subscription terminated thereby.
 - d. The Customer may call RJIL's Interactive Voice Response System (IVRS) in order to know the balance value in the Card.
 - e. The actual call usage value, recharge dates, RCV values, validity period, grace period etc., as per the records of RJIL shall be treated as correct and final and shall be binding on the Customer. The Service restrictions including deactivation, disconnection, cancellation, barring etc., shall be carried out on the basis of the said call usage, validity and grace period as the case may be.
 - f. The RCV/balance is non-refundable for cash and non-transferable in case of suspension or termination of the Services.
 - g. The Subscriber shall not use the Services for any improper, immoral, anti-national, unlawful, or abusive purpose or for sending obscene, indecent, threatening, harassing, unsolicited messages, nor create any damage to RJIL or its Network or to any other person whomsoever. Any such misuse shall under no circumstances be attributed to RJIL and the Subscriber shall be solely responsible for such acts. The Subscriber shall indemnify and hold harmless RJIL, its agents and franchisees from all suits, costs, damages or claims of any kind arising out of any act or omission or misuse of the Services by the Subscriber or any other person with or without the consent of the Subscriber.
 - h. The Subscriber agrees that all the information provided in this form is correct and the subscriber shall be solely responsible and liable if same is found incorrect.



- i. The Subscriber also agrees to provide further information as and when demanded by RJIL, and to comply with all directions, guidelines, instructions etc. issued by RJIL relating to the network, services and any/all matters connected to the services of RJIL.
- j. Mobile Number Portability:
 - i. The Mobile Number Portability shall be subject to the applicable laws/regulations as may be amended from time to time.
 - ii. Eligibility Criteria: (a) A period of ninety days has expired from the date of activation of his mobile connection in the case of a mobile number not ported earlier/or from the date of activation of his mobile number after its last porting. (b) There are no outstanding payments due to the Donor Operator by way of pending bills or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting. (c) There is no pending request for change of ownership of the mobile number. (d) The mobile number sought to be ported is not sub-judice (e) Porting of the concerned mobile number has not been prohibited by a Court of Law.
 - iii. The UPC is valid for 4 days for all LSAs except for J&K, North East and Assam, LSAs for which UPC is valid for 30 days.
 - iv. Porting request can be withdrawn within 24 hours of applying.
 - v. You may experience “no service” period for up to 2 hours.
 - vi. Grounds of rejection: (a) There are outstanding payments due from you by way of pending bill or bills issued as per the normal billing cycle but before the date of application for porting. (b) The porting request has been made before the expiry of a period of ninety days from the date of activation of a new connection or previous date of porting, as applicable. (c) A request for change of ownership of the mobile number is under process/reverification process is undergoing. (d) The mobile number sought to be ported is sub-judice. (e) Porting of the mobile number has been prohibited by a Court of Law. (f) There are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but you have not complied with such exit clause. (g) Porting request is already in process for the same mobile number. (h) Invalid or incorrect UPC. (i) In case of a corporate mobile number, the porting request is not accompanied by prescribed authorization letter duly signed and stamped by the authorized signatory of the subscriber. Or the letter request for porting of more than 100 number.
 - vii. The subscriber declares that all dues have been paid as per the last bill & bound to pay all unpaid dues to donor operator pertaining to the mobile number sought to be ported till its eventual porting and thereafter, failure to pay unpaid dues will lead to disconnection by RJIL as per regulatory norms.
 - viii. The subscriber agrees that upon porting of mobile number balance validity & other benefits offered by donor operator shall lapse.

4. LIMITATION OF LIABILITY

- RJIL does not guarantee uninterrupted or fault free working of the Network or the Service/s or Software and shall not be liable to the Customer or any other user or other person for injuries or damages or death resulting from operation of the Network/Service/s arising due to any events (including but not limited to fire, explosion, war, riots, Strikes, Lockout, picketing, boycotts, acts of the Government Authorities, Act of God and causes originating in the facilities or operation of other telecom or allied service providers)



- RJIL makes no representation or warranty other than those specifically set forth herein and disclaim all warranties, express or implied.
- RJIL shall not be liable to the Customer for any loss (loss includes business loss/es), costs or damage whatsoever caused, arising directly or indirectly in connection with the Service/s.
- RJIL expressly excludes liability for itself and for its Directors and its employees for direct and indirect consequential loss, damage, economic or otherwise, including loss of profits and loss of reputation even if advised of the possibility thereof. RJIL expressly excludes liability for libel and /or slander arising out of a message or content received or sent by the Customer via the Network.
- RJIL may at its discretion send to the Customer various information for the Customer using electronic media or otherwise.
- In the event that any exclusion contained herein shall be held to be invalid for any reason, and RJIL becomes liable for loss or damage that it may otherwise not have been liable for, such liability shall be limited to refund of any un availed /unused balance of talk time as reflected in RJIL records in case of Prepay Customer.
- RJIL is not liable for any act or omission not attributable to RJIL's personnel, computer system, software, program, process, Network or electronic system or Equipment and is liable only to the extent of involved access and usage charges for any defect, error or omission in the Service rendered.
- RJIL is not liable for calls lost or not established due to radio frequency limitations including but not limited to Customer leaving the Service Area or entering areas not adequately covered by the Network.
- RJIL shall not be responsible for any third party liabilities/injuries caused by any defect in the Equipment.
- In no event, whether for breach of warranty, breach of contract, negligence or otherwise RJIL shall be liable for special, incidental or consequential damages, including but not limited to loss of profits or revenues, cost of capital, cost of substitute products, facilities or services, downtime costs, any change or modification of any such computer system, software, program, process or electronic system in relation to any such data change or claims of Customers for such damages.
- If a Customer reports the loss or theft of the SIM /Equipment, the Customer shall report the loss or theft of the SIM /Equipment to the Police and thereafter RJIL shall within reasonable time deactivate the same. Until such deactivation the Customer shall be liable to pay the Tariff towards the usage.
- RJIL is not responsible for Network or any other issues in the event the Network or Equipment is shared or taken on rent from another service provider while in HPLMN (home network) and VPLMN (roaming) or Intra Circle Roaming.

5. SUSPENSION/ DISCONNECTION/ TERMINATION

Notwithstanding anything contained herein, RJIL shall be entitled to suspend /terminate the Service/s (whether temporarily or permanently) to recover all outstanding and dues from the Customer, without prejudice to, and in addition to any right or remedy available to RJIL, under any applicable law, if:

- The License is suspended / terminated temporarily or otherwise vide Governments, Court's orders, TRAI's rules, regulations, orders, directions, notifications etc., including changes thereto prohibiting and/or suspending the rendering of such Services.
- Transmission limitations caused by topographical, geographical, atmospheric, hydrological and/or mechanical conditions.
- During technical failure, modification, up gradation, or variation, relocation, repair and/or maintenance of the Network/equipment.
- To combat potential fraud, sabotage, wilful destruction, etc.



- If Service is used in any manner, which violates any law or Government order/directions etc., or adversely affects or intervenes in any manner, the rendering of Service by RJIL.
- If at any time the Customer fails to satisfy requisite credit check or provides incorrect or misleading information in the CAF.
- At any time the Customer fails to pay charges due on or before the due dates.
- The Customer is in breach of any other provision of these terms and conditions or is declared insolvent /bankrupt /liquidated /dissolved or a Trustee or Receiver is appointed to take over the assets of the Customer.
- Any other reason which is found to be reasonable by RJIL, warranting suspension/disconnection.
- As per government regulations, for connections without any usage (voice/video calls, Outgoing SMS, internet usage, VAS purchases with balance) for 90 days, following actions are liable to be performed by RJIL: (a) For subscribers with less than Rs. 20 balance, all services will be deactivated pending payment of Reactivation fee for a period of 15 days. Number will be disconnected on non-payment of said Fee within this period. (b) For subscribers with more than Rs. 20 balance, Automatic Number Retention Scheme will be put into effect- Rs. 20 will be deducted and services will continue for 30 days. If there is no usage till the end of this period (a) or (b) may come into effect, depending on balance.
- The provisions of Service/s (or any of them) to the Customer adversely affects the Network or equipment of RJIL or the provision of Service/s to the Customer are revoked, discontinued or suspended.
- Usage of Equipment by the Customer for which IMEI codes are not traceable or valid on RJIL Network.
- Any reconnection of service/s shall be done at the sole discretion of RJIL and fulfilment of other conditions as specified by RJIL.
- The customers shall remain liable for the charges during the period of suspension of services.

6. FORCE MAJEURE

RJIL shall not be, directly or indirectly, responsible for break or disruption of Services on account of Force Majeure circumstances, such as riots, strike and lockouts either in the works and office of RJIL or general strike in the city or in the country, civil disobedience, act of war, flood, tempest, fire, earth- quake or any other act of God , policy of the Government, Court orders, Judgment ,systems failure, Network failure, any external network or any cause of whatsoever nature beyond the control of RJIL, making it impossible to render the Services to the Customer. However, the Customer shall continue to pay all Tariffs/Charges as per the terms of this CAF notwithstanding the Force Majeure conditions. It is understood by the Customer that provision of Services by RJIL is subject to certain external factors and agencies who are actively involved in providing the Services to the Customer and RJIL shall not be liable for the same.

7. ADDITIONAL TERMS AND CONDITIONS FOR CUSTOMERS OF RJIL'S HIGH SPEED INTERNET JIOFIBER AND JIO AIRFIBER SERVICES (FIBER TO THE HOME / OR TO ANY CUSTOMER LOCATION)

- All speeds mentioned in the plan/s are guaranteed up to ISP node.
- For Jio AirFiber maximum speed available to the customer is provided in plan details.
- Contention ratio as defined by TRAI is applicable on all plans described in the Tariff Enrolment Plan (TEF). This contention ratio is subject to change as per TRAI directives and the prevalent law in force.
- Fair usage limit (FUP) and/or commercial usage policy (CUP) is applicable on certain high speed internet plans. FUP/CUP is uploaded on RJIL's website at www.jio.com and is



liable to change from time to time. Customers are encouraged to refer to the above link on a regular basis to acquaint themselves of the FUP.

- Any Wi-Fi connectivity deployed by subscriber on his own will be activated only after it is registered for centralized authentication system (As per DOT directive on Wi-Fi security).
- RJIL, its affiliates may issue to the Customer with certain devices / equipment in order for the Customer to avail of RJIL's services and connect to the internet, these devices are liable to be returned by the Customer to RJIL on termination of services / connection or on request by RJIL. An interest free security deposit may be payable by the Customer to RJIL at the time of issue of these devices.
- The Customer shall keep the RJIL owned equipment in good condition. In case of non-return of RJIL owned devices/equipment or return of RJIL owned devices/ equipment in damaged/non-working conditions, penalty charges will be applicable and payable by the Customer. At the discretion of RJIL, the said penalty charges may also be deducted from the security deposit maintained with RJIL.
- Exit Clause (for Jio GigaFiber services) If the subscriber chooses to exit:
 - Post service being provisioned after customer signs CAF, but without having availed of the services of RJIL, then all one time charges (activation, installation, etc.) will stand forfeited by the Customer.
 - Having availed services (for any duration of time), then all one time charges (activation, installation, etc.) & plan charges will stand forfeited by the Customer.

Any refund if applicable will be paid within eight weeks. Account termination will be done on receipt of RJIL owned equipment and settlement of all balance outstanding, penalty/damages (if applicable) will be deducted from refund amount.

8. DECLARATION OF CONSENT

This notice provides highlights of the full RJIL privacy policy available at www.jio.com. The notice applies to services provided as a result of this application form. RJIL uses the collected information to provide the services you request. RJIL may use the information to inform about other products or services offered by RJIL and its affiliates. Customer hereby provides consent to the collection, processing and use of its personal data as provided in the form for the mentioned purposes as per the privacy policy available at www.jio.com.

9. MISCELLANEOUS

- RJIL may upon notice to Customer (a) suspend the Services (b) disconnect the Customer from the Services and Network (c) change Tariff.
- RJIL reserves the right to modify/alter/amend or change all or any of the terms and conditions of this CAF by a written notice addressed by RJIL to the last address given by the Customer or through a public notice in print media, at its sole discretion, due to regulatory, administrative and/or commercial compulsions or for any other reason considered necessary in the interest of business operations. RJIL shall also have the right to amend this CAF as this is necessary for the proper provisioning and conduct of the services in public interest or is mandated by any change in applicable law or regulation or consequent to change in the terms of the License granted to RJIL. Both parties shall act strictly according to the direction of a statutory body/authority, State Government or Government of India or any court etc and as per any applicable statute.
- RJIL's contractual rights and remedies, as well as those available at law or equity, are independent and cumulative.
- The Subscriber has fully read / has been explained in vernacular, verbatim the contents of the Prepaid application form and understood the contents thereof and has signed it in token of its consent, with clear understanding that it is a valid and binding document and can be enforced by in accordance with the law.



- Any dispute shall be subject to the exclusive jurisdiction of the courts situated in city/town in which regional head office of RJIL relevant Circle is located (i.e Circle in which the Customer is registered with RJIL).
- The Customer shall indemnify and keep indemnified RJIL against all loss, damages, and claims, actions that are initiated against RJIL for any act or omission by the Customer in utilizing the Services of RJIL under this CAF and/or for non-compliance of the Customers obligations listed in clause 3 above.
- The CAF binds the Customer, his/her heirs, executors, administrators, successors and permitted assignees to the terms & conditions of the CAF.
- The information and terms and conditions provided overleaf, and on the website shall be treated as part and parcel of this CAF.
- RJIL reserves the right to seek / verify particulars provided by the Subscriber to RJIL, in any manner without notice or intimation.
- RJIL reserves the right to provide Services through its agents and franchisees.
- RJIL shall, unless the Subscriber indicates otherwise, send promotional materials to Subscriber via electronic media (which includes text messages and emails), mailers and voice.
- RJIL shall not be responsible for any criminal liability incurred by the Subscriber due to any misuse of the Service provided by RJIL i.e. any acts of commission or omission by the Subscriber.
- RJIL shall preserve the secrecy of all details of financial transactions between the Subscriber and RJIL to the extent required by general law.
- Further, RJIL is authorized, without reference to the Subscriber, to comply with any written request and demand to furnish any information about the Subscriber from any Authority under the law.
- Privacy of communication is subject to regulations of the Authorities and Government, the terms of the License agreement of the company and other statutory and regulatory factors
- RJIL will provide the Customer with usage details (if sought by the Customer) in compliance with TRAI Regulations. These usage details will be provided by RJIL to the Customer in an electronic format and not in a physical printed form / hardcopy.