



Andhra Pradesh State Fibernet Limited(APSFL)
Detailed terms and conditions for Last Mile Operator(LMO)

Andhra Pradesh State Fibernet Limited (hereinafter referred to as "APSFL") IPTV (Internet Protocol Television), Voice and Data Services and Other Value Added Services, etc., (service/s) to the person named by the name and to the person (service/s) whose signature is attached to the customer application form ("CAF") to the person (service/s) to whom the signature is attached (service/s)) this Agreement lays down the terms and conditions provided.

LMO being the authorized partner of APSFL agrees to the below terms and conditions specified by APSFL.

1. The subscriber has to fill the CAF and submit the CAF to APSFL or its designated LMO. The Subscriber shall ensure that the information stated in the CAF is complete and accurate in all respects and the Subscriber hereby ensures that any changes to APSFL or its appointed LMO are immediately notified of any changes. Photo identification and address proof also needs to be submitted along with the CAF, otherwise it will be considered an incomplete CAF.
2. The Customer and the LMO will confirm that Customer Premise Equipment (CPE) is the property of APSFL and the customer/LMO will have to pay CPE charges (rental) till the time of termination of connection.
3. If a subscriber requests to terminate the services, the customer has to pay pending outstanding to APSFL or its LCO along with all accessories such as remote control, AC adapter (if any) and connecting cables along with STB, shall be returned then only APSFL services shall be disabled.
4. The service facility will be subject to the directions issued by APSFL (Government) from time to time.
5. Fixed services are intended for a specific location and the LMO is not authorized to shift them without the permission of APSFL,
6. APSFL provides the Services at their sole discretion and if the LMO or subscriber fails to repay the dues, the Services will be discontinued without any communication.
7. APSFL may in its sole discretion, revise the tariff rate subject to TRAI Guidelines
8. APSFL may discontinue the services without prior notice in view of public safety or maintenance of law and order or other emergencies.
10. The subscriber understands and agrees that the STB/CPE box will always remain the property of APSFL if the customer chooses the CPE rental mechanism and the customer is required to pay the rental amount decided by APSFL every month (30 days) up to the box is in his/her possession and handed over to the LCO
11. The services provided by APSFL are for the good use of the customer/his family/organization. The subscriber should not allow public viewing or use it for commercial purpose or otherwise. Violation of the provision will result in termination of the service and the subscriber will also be liable to pay indemnity.

12. The subscriber shall not be allowed to use the services provided to him/her for any illegal activity, the service facility shall be subject to the directions issued by the Government from time to time.

13. The Services shall be provided by the Subscriber/LMO regularly subject to payment of bills, failing which APSFL may temporarily suspend the service at its sole discretion.

14. APSFL shall provide services to the subscriber and subscriber shall pay the outstanding amount to APSFL through LMO and failing to clear the outstanding amount APSFL shall suspend and terminate the services.

15. After 60 days of non-recharge or renewal the CAF shall move into termination bucket automatically and the LMO must hand over the CPE and accessories to APSFL or use the box for new connection after due process.