



Ortel Communications Ltd

Manual of Practices

for

Handling Customer complaints

of

Ortel Broadband Subscribers.

(a) Name and address of the Ortel Communications Ltd.

Head Office:

ORTEL COMMUNICATIONS LTD.

C-1, Chandrasekharpur,

Near BDA Colony, Behind RMRC Compound, Bhabaneswar, Orissa

Tel: 0674-3911200,3911100

Fax: 0674-2303448

Registered Office:

ORTEL COMMUNICATIONS LTD.

B-7/122 A, Safdarjung Enclave

New Delhi-110029.

Tel: 011-26166871/26161840

Fax: 011-26196829

(b) Terms and conditions of service offered by Ortel Communications Ltd;



Product - Broadband: Ortel Communication Ltd shall provide “An `always-on’ data connection by granting access to the internet through the Network of the capacity mentioned in the Customer Application form (CAF), which is expressed in terms of bits per second from the Point of Presence (POP) of Ortel Communications Ltd to the customer premise.”

The Service availability and Coverage - Services are currently available in 10 Cities of Orissa.

Bhubaneswar	Behrampur
Cuttack	Rourkela
Khurda	Sambalpur
Puri	Balasore
Angul	Paradeep

(c) Customer care and Point Of Presence (POPs) Addresses, Contact Numbers, E-mail, facsimile number.

Customer Care:-
Ortel Communication Ltd.
C-1, BDA colony, Beh ind RMRC Compound
Chandrasekharpur, Bhubaneswar.
Tel:- 0674-3911111, Toll Free No.- 1800 419 6060
FAX:-0674-2303448
E-Mail: headcustomercare@ortelcom.com

Point of Presence (POPs) Addresses:-

Location	Address Contact	Number	Email
Bhubaneswar	C-1, BDA Colony, Behind RMRC Campus, Chandrasekharpur Bhubaneswar	(0674) 3911100	datasalesbbsr@ortelcom.com
Cuttack	5th floor, Bhartiya Tower, Badambadi Cuttack	(0671) 2324619	datasalesctc@ortelcom.com
Rourkela	E9, Koel Nagar, Rourkela	(0661) 2471859	datasalesrkl@ortelcom.com
Sambalpur	3rd Floor, Pa radise Chamber, Budharaja, Sambalpur	(0663) 2523111	datasalesbp@ortelcom.com
Paradeep	Shop No. :13&14, Madhuban Market, Complex	(06722) 220383	datasalespdp@ortelcom.com
Khurdha	Old LIC Building, Near Godiphokhari, Main Road	(06755) 223040	datasaleskhu@ortelcom.com
Puri	VIP Road, Opp Hotel Lee Garden (06752) 233461		datasalespuri@ortelcom.com



Balasore	Vivekanand Marg, Near Chidiapole (06782) 262654		datasalesbls@ortelcom.com
Anugul	Police Training Chhak, Turang	(06764) 320555	datasalesangul@ortelcom.com
Berhampur	Plot No: 774, Khalasi Sahi, Behind of Berhampur Stadium, Old Bus Stand, Berhampur	(0680) 645036	headcustomercare@ortelcom.com

(d) Nodal officer and Appellate Authority Name, Designation, E-mail, contact telephone number, facsimile number and address.

NODAL OFFICER:

Mr. K.R. Moses
Manager - Customer Care
C-1, BDA Colony, Behind RMRC campus
Chandrasekharapur, Bhubaneswar.
Tel : 0674-3911100
FAX- 0674-2303448
Email- nodal@ortelcom.com

APPELATE AUTHORITY:

Mr. Ashok Kumar Behera
C-1, BDA Colony, Behind RMRC campus
Chandrasekharapur, Bhubaneswar.
Tel: 0674-3911200
FAX- 0674-2303448
Emails- appellate@ortelcom.com

(e) Procedure for shifting and transfer of Connection. Request for shifting of Connection will be taken at the Customer care office/Point Of Presence (POPs). The respective Point Of Presence (POPs) will shift/transfer the Connection within 15 days if the documents submitted are as per the requirements and the new address has technical feasibility of providing the connection. All outstanding payments have to be cleared by the customer before shifting. If not feasible the customer would be liable to return all the service equipments in proper working condition to Ortel Communications Ltd.

(f) Termination of Services In cases where the customer wants to terminate the service they shall be required to inform us in writing by filling up the required form, return all service equipments at the POPs in proper working condition and will need to clear all their past outstanding dues.

(g) Complaint redressal mechanism in three Stages:

Stage 1 : Contact Center In case you find that our services are not up to your satisfaction please feel free to contact us at our contact center which works 24/7 or you can also walk into one of our POPs. We will lodge your complaint and give you a unique service request number. We will intimate you about the timeline in which the issue will be resolved.

Stage 2: Nodal Officer. Should you fail to get a resolution after getting in touch with the various contact points you may contact our Nodal Officer who is your first point of escalation in such cases. You may contact him via email/phone/letter. The nodal officer will take care of your issues within the stipulated maximum time limit of 15 days.



Stage 3: Appellate Authority. Should the nodal officer be unable to resolve your grievance to your satisfaction you can approach the appellate authority. You may contact him by downloading the appeal form from our website or by picking up the same from any of our Point of Presence. The appellate authority will resolve your grievances /issues within the stipulated maximum time limit of 3 months.

(g) Service Benchmarks. Ortel Communications Ltd commits to provide you accurate, easy to understand bills month after month. If you require any clarifications or more information, please feel free to contact us. In case there are any disputes with regards to billing please contact us and a complaint registration number will be given to you and a suitable resolution will be given to you in the stipulated timeframe of four weeks or the next billing cycle whichever is earlier from the time of registration of the complaint.

<u>Service Parameter</u>	<u>Time limit for Service request or redressal of complaints</u>
Provisioning New connections	Within 15 Days of receiving your application with Valid Documents(Provided technical Feasibility in your area permits the connection)
Fault Repair	Attended to within 3 days of request and resolved in a maximum of 30 days
Shifting the Connection to your new address within the same city	Attended to within 3 days of request and resolved in a maximum of 15 Days
Closures	Attended to within 24 Business hours
Billing	Attended to within 24 Business hours and resolved in maximum of 4 weeks
Refunding your deposits (Refundable Component) After resolution of outstanding charges	Within 30 days of submission of disconnection form
Download Related issues	Any issues regarding excess download or download errors will be attended to within 24 business hours.

(h) Change in Bill Plan;

The customers can change their schemes according to their needs. The customer needs to put in a written request by email/application at the point of presence for a scheme change. However this change will be commissioned once the billing cycle is complete.

(I) Capping issues: The customers are given download limits as per their bill plan. If they exceed their agreed upon limit then they have to send us a mail at datacollectionbbsr@ortelcom.com requesting for additional MBs for their account, or they may even step into our POPs to make payment for the additional MBs which they want to be credited to their account limit.

Appeal Form – visit website <http://www.ortel.net/contactus.asp>