

Academic Year: 2024-2025  
JIO FIBERNET



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## 1. Customer Acceptance Document

1. Organization Name: Ushodaya Educational Society
2. Site Address : Geetanjali College Gist, Kovur 3rd Mile, Nellore-Bombay Highway, 524137 Kovur Sri Potti Sramulu Nellore
3. Circuit id: ILL\_9185050028\_778541250062
4. ORN -EO000001PCLU
5. Services: ILL
6. Customer Contact Details:

Sr No	Name	email id	Contact Number
1			
2			

### 7. Service details:

Sr No	Parameters	Details
1	Circuit id	ILL_9185050028_778541250062
2	Circuit Bandwidth (Mbps / Gbps)	1000 Mbps
3	Media (Fiber / UBR / FTTx)	Fiber
4	WAN IP Address with subnet mask	136.232.224.200/30
5	LAN IP Address with subnet mask	115.245.46.168/29
6	Gateway IP Address	136.232.224.201
7	Routing Protocol	
8	AS Number in case of BGP	
9	Port Type (Electrical / Optical)	Electrical
10	Customer facing Port Number	

### 1. Jio provided Inventory / Equipment details at site:


Sr No	Make & Model Number of Equipment	Serial Number	Quantity
1			
2			
3			

### 2. Test Chart for Service parameter(s):

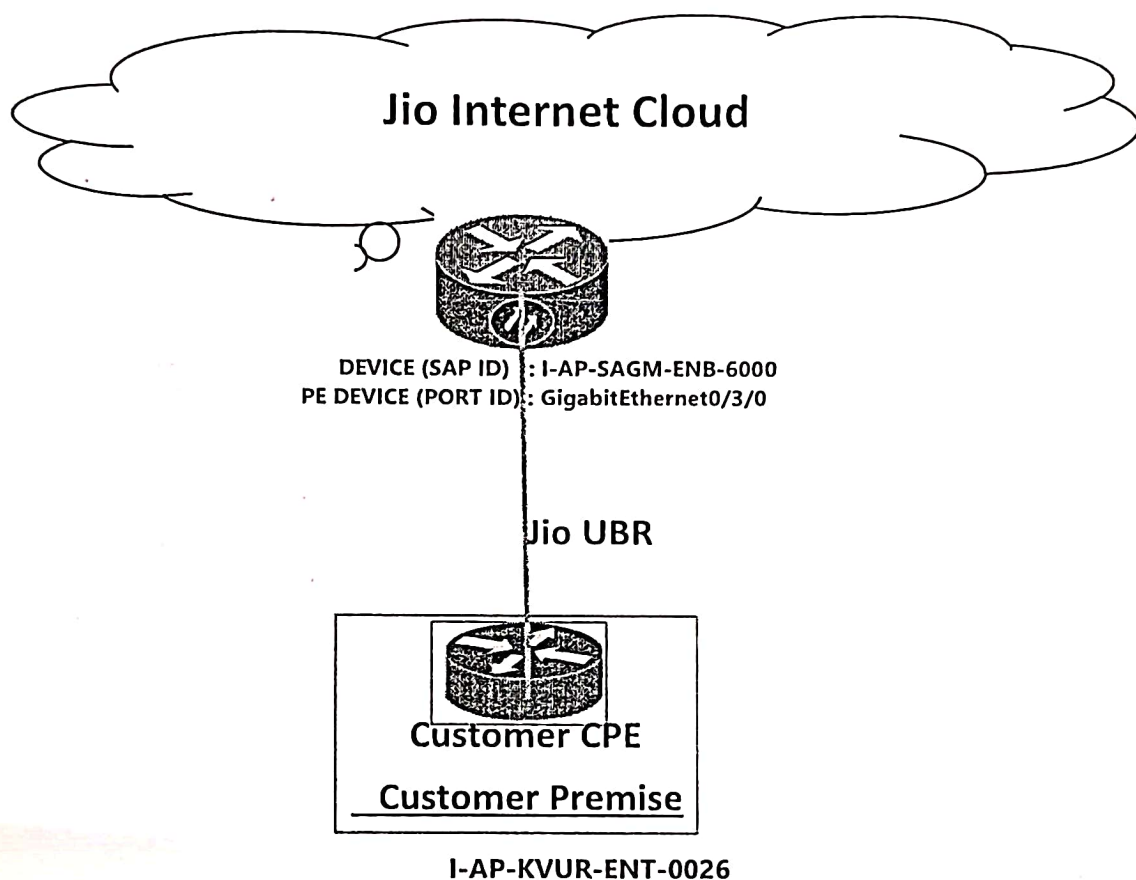
Sr No	Test Parameter	UoM	Committed	Observed
1	Latency	Ms		
1a	Mumbai to London	Ms		
1b	Mumbai to New York	Ms		
1c	Chennai to Los Angeles	Ms		

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1d	Chennai to Singapore	Ms		
1e	Mumbai to Chennai	Ms		
2	Packet Loss	%		
3	Jitter (as applicable)	Ms		
4	Bandwidth	Mbps / Gbps		
5	RFC 2544	RFC 2544 Report		

### 3. Network Topology diagram –



Kindly note :

We would like to recommend best practices for safe guarding your devices / network from any vulnerabilities ( Applicable for Customer provided CPE cases )

- Resetting the factory set credentials and Setting up of complex passwords
- Blocking of SSH / TELNET from public internet on these devices
- Regular IT security audits and ensuring devices / routers are patched to latest software versions / patched and hardened to the recommendations



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For Reliance Jio Infocomm Limited (RJIL)

Name: R. Surya Teja

Signature: *[Signature]*

Date: 30/7/2024.

### Customer Acknowledgement

I hereby acknowledge that I have tested the said link and associated services bearing Circuit id ILL\_9185050028\_778541250062 certify that the services are satisfactory and as per design / order. Basis the above, I hereby authorize Reliance Jio Infocomm Limited (RJIL) to initiate services and billing effective date 30-July-2024

Name: Dr. Sundeeep Kumar K.

Signature: *[Signature]*

Date: 31/7/24

Company Seal  
PRINCIPAL  
GEETHANJALI INSTITUTE OF  
SCIENCE & TECHNOLOGY  
(Autonomous)  
3rd Mile, Bombay Highway  
Gangavaram (V), Kovur (M),  
SPSR Nellore (Dt.) A.P. - 524137.

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## Customer Information (As per Jio Records)

1	Name of Customer / Organization	Ushodaya Educational Society	
2	Logical Circuit ID's (if required Annexure can be used)	ILL_9185050028_778541250062	
3	Date of Commissioning of Link (in case of up-gradation, mention date of initial commissioning and date of last up gradation)	30-07-2024.	
4	Service Type	ILL	Bandwidth: 1000 Mbps
	IP Address (in case of ILL)	Dynamic <input type="checkbox"/> Static <input checked="" type="checkbox"/> In case of Static mention Static IP allocated: WAN IP : 136.232.224.200/30 LAN IP : 115.245.46.168/29	
5	Installation Address *The address should be the same as provided at the time of installation	Geetanjali College Gist, Kovur 3rd Mile, Nellore-Bombay Highway, 524137 Kovur Sri Potti Sriramulu Nellore	
6	Account Manager Name and Contact Details		
7	Date of Inspection		
8	Type of Inspection	First <input checked="" type="checkbox"/> Periodic <input type="checkbox"/>	


## PHYSICAL INSPECTION OBSERVATIONS

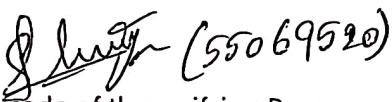
1	Contact Person Name	Name:	Designation:
2	Contact Details		
	Name:		
	Mobile Number:		
	Email id:		
3 (a)	OSP Registration Number & Date (If applicable)	OSP (Other Service Provider) IS <input type="checkbox"/> <input type="checkbox"/> Telemarketer <input type="checkbox"/> rs <input type="checkbox"/>	
3 (b)	ISP License Number and Date (If applicable)		
3 (c)	Telemarketer Registration Number and Date (If applicable)		
4	Whether the connection is used for Application Services like Telemedicine/Telebanking/Tele-Education/Tele-Trading/E-Commerce/Call Centre/Network Operating Centre/Vehicle tracking System/Long Range Alarm/Bill Payment Terminal etc. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
5	Whether the connection is used for further extension of Internet Service to customer(s) Yes <input type="checkbox"/> No <input type="checkbox"/>		
6	Whether the leased lines/Internet links are connected to any Public Switched Network in India or established gateway between Internet & PSTN/ISDN/PLMN in India? Yes <input type="checkbox"/> No <input type="checkbox"/>		

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		 <b>DIGITAL LIFE</b>	
7	Is Network Diagram available at premises?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8	Whether the Installation address is matching with Jio records?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9	Purpose of usage of the connection (s)	In Case of No, Please mention address of installation of customer: Internet Bandwidth distribution Content Upload and distribution Data Centre Call Centre Telemarketer E-Commerce Business communication Any Other (Please Specify)	

  
 Signature and Code of the verifying Person  
 of the verifying agency  
 (Authorized Person from Jio)

Stamp/Seal

I/We hereby declare and confirm that

1. The Company has taken telecom services (internet connectivity and/or voice connectivity) for its internal purpose and is not performing any activities defined under the scope of Other Service Provider (OSP) / . Internet Service Provider (ISP) / Telemarketer (TM). Therefore, the Company is not required to be registered with the Department of Telecommunications (DOT)/ Telecom Regulatory Authority of India (TRAI)/ Telecom Service Providers (TSPs) either as OSP / ISP / TM. The Company undertakes that in the event it is performing any activities defined under the scope of OSP / ISP / TM, it will get registered itself with the designated authorities and immediately provide all the required registration / license details to Reliance Jio Infocomm Limited (RJIL), as prescribed in the above inspection report. RJIL reserves the rights to review connectivity provided to the Company and inspect the network of the Company, in case of such intimation.
2. The Company undertakes to ensure no misuse of ILL connectivity terminating on its premises and undertakes to deploy logical partitioning to ensure separate flow of Data and Voice services and for preventing the flow of traffic between public and private network operated through single EPABX.
3. The Company undertakes to ensure that, at all times, there is no misuse/unauthorized use of the voice/data connectivity provided to it in any manner including but not limited to bypass of National and International Long Distance Traffic.



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4. The Company is using the connection as per attached network diagram for bonafide usage and for the purpose declared by it at the time of subscribing to these connections and in case of data connections, these connections are not interconnected with any PSTN, PLMN, GMPSC network. The Company understands that RJIL can verify and approve its network diagram only in case the Company has shared its OSP details to RJIL, otherwise RJIL has no obligations whatsoever in this regard.
5. The Company agrees to permit the authorized representatives of RJIL and of the Licensor (i.e. Government of India acting through any of its agency/ies) as well as security agencies to inspect, at any time and from time to time, with or without prior notice as they may deem fit, our network interface and EPABX equipment.
6. The Company shall be exclusively responsible for any breach of any conditions included in this Undertaking and/or any act/omission pertaining to EPABX/Public or Private Network Operations, which is directly attributable to it and the Company will bear all costs and consequences arising out of such breach/act/omission.
7. The company has intimated to the Licensor (Copy to respective TERM Cell) in a quarterly report the details of ISP nodes or points of presence with their locations and number of broadband/leased/dialup subscriber. **(only in case of ISP customer)**
8. The Company has given to the Licensor one month prior notice (Copy to respective term Cell) as required as per terms and condition of ISP License agreement in case new nodes to be installed. **(only in case of ISP customer)**

Signature of authorized person & Company Seal/Stamp

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SCIENCE & TECHNOLOGY**  
(Autonomous)  
3rd Mile, Bombay Highway  
Gangavaram (V), Kovur (M),  
SPSR Nellore (DL) A.P. - 524137

Date



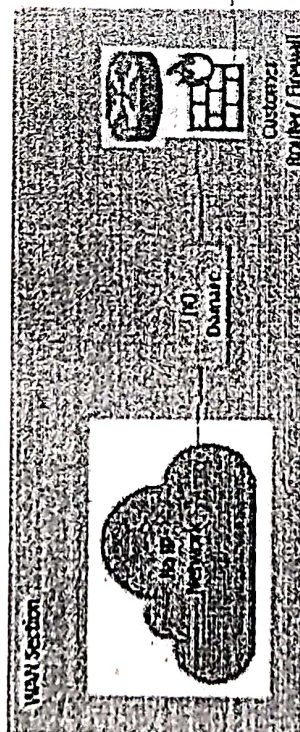
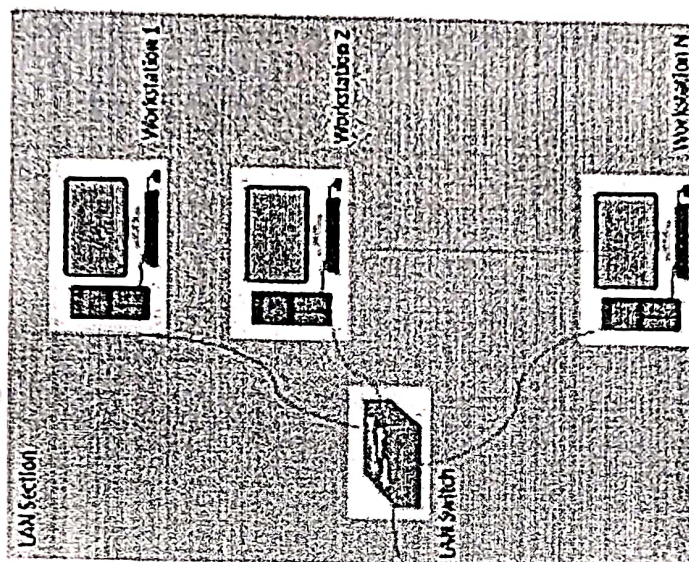
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Note:

- I. Network Diagram should be collected from the customer or should be drawn by the verification agent as per the observations.
- II. In case of OSP customer, approved network diagram by TERM Cell should be collected.

Note :- Customer Internal network beyond handover server has not been shared by customer.

**Customer Network Diagram**



Remarks (If Any)

Provided details of MAXI, Model of Customer Router / FW / Switch  
Approx. count of users in office and number of devices connected to office (Laptop, Desktop, Printer)

Customer Secretary

Signature

(55069520)





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**For Jio Use Only:**

1	Name of Customer	Ushodaya Educational Society
2	Circuit ID	ILL_9185050028_778541250062
3	Date of Inspection	30-7-2024.
4	Network Diagram Verified & Updated	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5	Whether the installation address is Matching with Jio records?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
6		
7	Name of the verification agency (wherever applicable)	N/A
8	Name of executive carrying out Verification.	
9	Remarks/Any other observation found at site	N/A
10	Result of Verification	Positive <input checked="" type="checkbox"/> Negative <input type="checkbox"/>

Note:  
I. In case of any

suspicion about the nature of the business carried out/observed, the same has to be brought to the knowledge of concerned Account Manager and CS team on immediate basis.

- II. Any Additional documents collected at the time of physical inspection must be handed over to the JC Onboarding team for records.

Signature and code of the verifying Person  
of the verifying agency  
(Authorized Person from Jio)

Stamp/Seal



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## Customer Escalation Matrix

### Communication & Escalation Matrix - Business Service Support



## Service Channels, Self-Help & Grievance Redressal

Level 0/1<sup>st</sup> contact at Jio



### Self Care & Instant Chat

MyJio Portal

WWW.Jio.com/enterprise



### Lead-Business Service Fulfillment

Anuj Varma

E-Mail : [Anuj.Varma@ril.com](mailto:Anuj.Varma@ril.com)

Phone : +91 8369347007

Level 1 contact, post 6 hours of intimation



### Business Service Support Centre

1800 88 99 444



### Jio Business Care (Head-BSS)

Sachin Chhabra

E-Mail : [Sachin.Chhabra@ril.com](mailto:Sachin.Chhabra@ril.com)

Phone : +91 7021775354

Level 2 contact, post 12 hours of intimation



### e-Mail Support

businesscare@jio.com



### Jio Business Care (Head-Business CS)

Satheesh Jogaraju

E-Mail : [Satheesh.Jogaraju@ril.com](mailto:Satheesh.Jogaraju@ril.com)

Level 3 contact, post 24 hours of intimation

### First Level Checks / Basic Info



#### Important Note :

1. Always keep the site circuit ID handy and please mention the same in all emails / calls / chats with Jio Service Support
2. Please report new issues through a fresh email and subject line. Do not use any old trail mail.
3. Please keep at least 1 spare Ethernet Cable / Fiber handy at the Site for quick replacement and last mile cable check
4. Please share the relevant logs (IP mroute, tracer, speed test, telnet, ICMP, etc.) to hasten issue calibration and isolation
5. Please perform the basic service checks as outlined below while raising any issue to Jio Business Service Support – Refer Site Level Checks below

#### Site Level Checks before raising a Complaint:

1. CPE is powered on or not
2. Is the Power cable connected from SMPS / Power supplier to CPE
3. Check for any Alarm or Fault light on SMPS / UPS
4. LED light status of CPE is green/blinking
5. LED light status of UBR Unit & PoE is green/Solid (Only for UBR links, otherwise skip this check)
6. Jack-in Jack-out the CPE patch cord and check if the services are up.
7. Jack-In Jack-out the UBR POE patch cord from both ends and check if the services are up (Only for UBR links, otherwise skip this check)
8. Replace the cable between CPE and PoE / Switch if spare is available and check if services are up.
9. Reboot the UBR Unit and PoE and check if services are up (Only for UBR links, otherwise skip this check)
10. Reboot the CPE and note the Led light status and check if services are up. (You may like to check if Jio Service is the only one terminating from the CPE)

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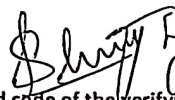
## Site Verification/Inspection Report

CUSTOMER INFORMATION (as per Jio Records)		
1	Name of Customer / Organization	Ushodaya Educational Society
2	Logical Circuit ID's (if required Annexure can be used)	ILL_9185050028_778541250062
3	Date of Commissioning of Link (in case of up-gradation, mention date of initial commissioning and date of last up gradation)	30-07-2024.
4	Service Type	ILL MPLS SIP Centrex TFN Bandwidth (Mbps)1000Mbps: Bandwidth (Mbps): Channels (SIP) Channels: FLP Centrex: Number of TFN
	IP Address (in case of ILL)	Dynamic <input type="checkbox"/> Static <input checked="" type="checkbox"/> In case of Static mention Static IP allocated:
5	Installation Address *The address should be the same as provided at the time of installation	Geetanjali CollegeGist,Kovur3rd Mile,Nellore-Bombay Highway,524137KovvurSri Potti Sriramulu Nellore
6	Account Manager Name and Contact Details	
7	Date of Inspection	
8	Type of Inspection	First <input checked="" type="checkbox"/> Periodic <input type="checkbox"/>
PHYSICAL INSPECTION OBSERVATIONS		
1	Contact Person Name	
2	Contact Details	
	Name:	
	Mobile Number:	
	Email id:	
3	Type of Customer	OSP (Other Service Provider) <input type="checkbox"/> ISP <input type="checkbox"/> Telemarketer <input type="checkbox"/> Others <input type="checkbox"/>
3 (a)	OSP Registration Number & Date (If applicable)	NA
3 (b)	ISP License Number and Date (If applicable)	NA
3 (c)	Telemarketer Registration Number and Date (If applicable) and Operator with which registered	NA.
4	Whether the connection is used for Application Services like Telemedicine/Telebanking/Tele-Education/Tele-Trading/E-Commerce/Call Centre/Network Operating Centre/Vehicle tracking System/Long Range Alarm/Bill Payment Terminal etc. Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	





5	Whether the connection is used for further extension of internet Service to customer(s)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
6	Whether the leased lines/internet links are connected to any Public Switched Network in India or established gateway between internet & PSTN/ISDN/PLMN in India?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
7	Is Network Diagram available at premises?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
8	Whether the installation address is matching with Jio records?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> In Case of No, Please mention address of installation of customer:
9	Purpose of usage of the connection (s)	Internet Bandwidth distribution Content Upload and distribution Data Centre Call Centre Telemarketer E-Commerce Business communication Any Other (Please Specify)

  
Signature and code of the verifying Person  
(Authorized Person from Jio)

Stamp/Seal of the verifying agency

### Declaration/Undertaking from applicant/Customer/Company

I/We hereby declare and confirm that

1. The Company has taken telecom services (internet connectivity and/or voice connectivity) for its internal purpose and is not performing any activities defined under the scope of Other Service Provider (OSP) / . Internet Service Provider (ISP) / Telemarketer (TM). Therefore, the Company is not required to be registered with the Department of Telecommunications (DOT)/ Telecom Regulatory Authority of India (TRAI)/ Telecom Service Providers (TSPs) either as OSP / ISP / TM. The Company undertakes that in the event it is performing any activities defined under the scope of OSP / ISP / TM, it will get registered itself with the designated authorities and immediately provide all the required registration / license details to Reliance Jio Infocomm Limited (RJIL), as prescribed in the above inspection report. RJIL reserves the rights to review connectivity provided to the Company and inspect the network of the Company, in case of such intimation.
2. The Company undertakes to ensure no misuse of ILL connectivity terminating on its premises and undertakes to deploy logical partitioning to ensure separate flow of Data and Voice services and for preventing the flow of traffic between public and private network operated through single EPABX.
3. The Company undertakes to ensure that, at all times, there is no misuse/unauthorized use of the voice/data connectivity provided to it in any manner including but not limited to bypass of National and International Long Distance Traffic.
4. The Company is using the connection as per attached network diagram for bonafide usage and for the purpose declared by it at the time of subscribing to these connections and in case of data connections, these connections are not interconnected with any PSTN, PLMN, GMPCS network. The Company understands that RJIL can verify and approve its network diagram only in case the Company has shared its OSP details to RJIL, otherwise RJIL has no obligations whatsoever in this regard.





5. The Company agrees to permit the authorized representatives of RJIL and of the Licensor (i.e. Government of India acting through any of its agency/ies) as well as security agencies to inspect, at any time and from time to time, with or without prior notice as they may deem fit, our network interface and EPABX equipment.
6. The Company shall be exclusively responsible for any breach of any conditions included in this Undertaking and/or any act/omission pertaining to EPABX/Public or Private Network Operations, which is directly attributable to it and the Company will bear all costs and consequences arising out of such breach/act/omission.
7. The company has intimated to the Licensor (Copy to respective TERM Cell) in a quarterly report the details of ISP nodes or points of presence with their locations and number of broadband/leased/dialup subscriber. (only in case of ISP customer)
8. The Company has given to the Licensor one month prior notice (Copy to respective term Cell) as required as per terms and condition of ISP License agreement in case new nodes to be installed. (only in case of ISP customer)

Signature of authorized person & Company Seal/Stamp

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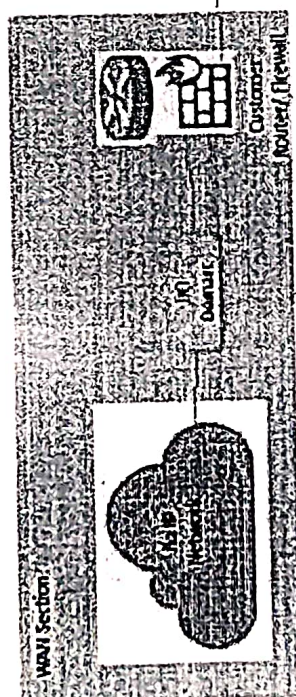
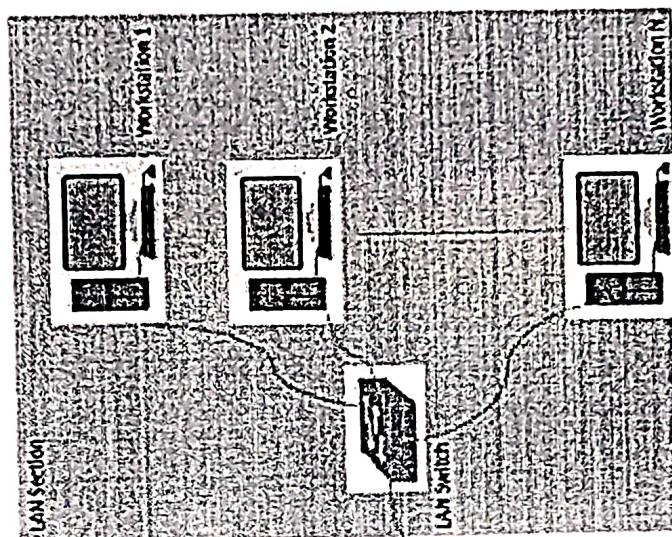
31/07/2024  
Date



## Customer Network Diagram

Date:

### Customer Network Diagram



Remarks (if Any)

Provided details of MAKE, MODEL of Customer Router / FW / Switch  
Approx. count of users in office and number of devices connected to office (Laptop, Desktop, Printer)

A. Customer Secretary

Signature

(625690550)



**For Jio Use Only:**

1	Name of Customer	Ushodaya Educational Society
2	Circuit ID	ILL_9185050028_778541250062
3	Date of Inspection	30/07/2024.
4	Network Diagram Verified & Updated	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5	Whether the installation address is Matching with Jio records?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
6	Name of the verification agency (wherever applicable)	RJIL
7	Name of executive carrying out Verification.	R. Surya Beja
8	Remarks/Any other observation found at site	No issue found at customer end.
9	Result of Verification	Positive <input checked="" type="checkbox"/> Negative <input type="checkbox"/>

Signature of the verifying person  
(Authorized Person form Jio)  
Date: 30/07/2024.

Stamp/Seal of the verifying agency

**Important:** For SIP Accounts Ensure to capture the below inputs based on customer input and observations.

- Nature of Business of Customer:
- Jio SIP links used for (Telemarketing, Call-center, OSP, others – Pl specify):
- Profile of Clients/Customers to whom service being provided:
- B Party calling nos. on daily basis are Distinct or Same:
- Call timings ("Day" or "Night" or "Both - Day & Night"):
- No. of Employees present at office location:
- Office Premises Setup (Small/Medium/large, office Area):
- Any specific Equipment/Application installed for SIP connection:
- Is Customer Registered for Telemarketing/OSP (Yes/No):
- Any other observations from location:





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Ushodaya Educational Society  
16-4-18202, Sri Krishna Avenue,  
Haranadhapuram, Nellore II, 5th Street, Opp To Dega Homes,  
Nellore, ANDHRA PRADESH,  
Andhra Pradesh-524003, India



Original for Recipient  
Account Number : 900292128323  
GST Bill Number : C37E242500027235  
Document Number : 554000218610  
Invoice Date : 01-AUG-2024  
Due Date : 18-AUG-2024



Place of Supply: 37 Andhra Pradesh

### Connectivity Services

GST Registration Number: Not Available  
Organisation PAN : AAAAU1714A

### Your ILL Bill

Refer following pages for details of charges

Payment Received (₹)	TDS Deducted / Reversed (₹)	Previous Adjustment (₹)	Previous Balance (₹)	Current Charges (₹)	Total Dues (₹)
20,000.00	0.00	0.00	-20,000.00	310,006.53	290,006.53

1 Periodic Charges	Amount(₹)
Bandwidth Rental	252,717.39
CPE Rental	0.00
SLA	0.00
CoS Charges	0.00
Managed Services	0.00
Secondary Link	0.00
Additional LAN IP	0.00
2 Other Periodic Charges	0.00
3 Other Charges	0.00
4 One Time Charges	0.00
5 Total Value of Charges	10,000.00
6 Current Month Discount / Credit / Debit	0.00
7 Current Taxable Charges	0.00
8 Taxes	262,717.39
CGST (9%)	23,644.57
SGST (9%)	23,644.57
9 Bill Discount Including Tax	0.00
10 Security Deposit Charged	0.00
11 Security Deposit Returned	0.00
12 Waiver	0.00
Current Month Charges (7+8+9+10+11+12)	310,006.53

### Payment Options



JioPay

Register with JioPay and get uninterrupted services.\*

#### JioAutoPay



#### e-NACH (Debit Card)

To set e-NACH mandate on your bank account visit [www.jio.com/business/](http://www.jio.com/business/)



#### Standing Instructions (Credit Card)

Set JioAutoPay on your Credit Card.  
To register visit [www.jio.com/business/](http://www.jio.com/business/) and click on Register for autopay of invoice by credit card.

\*Details under Important Information JioPay

#### JioDigiPay



#### Selfcare Portal

Pay bills using credit/debit card/netbanking/ e-wallets/UPI on [www.jio.com/business/](http://www.jio.com/business/)



#### NEFT/RTGS

You can do NEFT/RTGS payments/transfers by using Virtual A/C Code RJIL900292128323, IFSC Code YESB0CMSNOC



GSTIN: 37AABCI6363G1ZI PAN: AABCI6363G

Registered Office: Reliance Jio Infocomm Limited  
Office-101, Saffron, Nr. Centre Point, Panchwati 5 Rasta,  
Ambawadi, Ahmedabad-380006, Gujarat, India  
CIN: U72900GJ2007PLC105869

State Office: Reliance Jio Infocomm Limited  
Municipal Number H No. 40-1-118 and 40-1-117  
Survey No. 135/2, K.B.R. Heights, M.G. Road,  
KBR Towers, 2nd floor, above Reliance Trends,  
Vijayawada 520010 Andhra Pradesh

Gst Registered Office: Company  
Thammavaram Village  
C - 51, plot No. 9 Ida Park Apico Road No. 8 Vakapudi  
Pincode: 533005 East Godavari





Ushodaya Educational Society

Document Number: 554000218610

Invoice Date: 01-AUG-2024

### Terms and Conditions

#### Tariff & Plans

- There will be no increase in any tariff item the agreed contract period. Thereafter, Reliance Jio Infocomm Limited reserves the right to revise the terms & conditions applicable to tariff plans.
- RJIL reserves the right to vary the penal charge rates periodically, as well as take recourse to any other action available and considered appropriate, subject to TRAI regulations.
- No charge will be levied for any service without your explicit consent.
- For periodic charges, the calculation has been done as follows: Annual Rate/12\* No. of Months.
- For Fractional months in a quarterly bill cycle, the calculation has been done as follows: (Annual Rate/4)\* (Days of Service in Quarter/Total No. of days in Quarter).

#### Complaints & Service Requests

Visit [www.jio.com](http://www.jio.com), login with your Jio ID and password; click on "Service Request" option under Profile menu to raise a complaint. To track the status of your existing complaint, use your unique Service Request number. You can also call 198 (toll-free) from your Jio number or 1800 889 9444 from other networks to register your service request / complaint.

#### JioPay

- JioAutoPay
  - JioAutoPay debit will be on 22nd day following the date of bill.
  - Click to view the process [www.jio.com/business/autopay/](http://www.jio.com/business/autopay/)

### Service Accounting Codes (SAC)

SAC Code : Services	SAC Code : Services
998412 : Fixed Line Charges	998431 : Digital VAS Charges
998413 : Mobile Charges	998432 : Online Music Charges
998419 : VAS Charges	998433 : Online Video Charges
998422 : Data Charges	998439 : Online Content Charges
998414 : ILL	

#### Appellate Authority

In case you are unsatisfied with the response on a complaint, you can contact the regional appellate authority with your complaint docket number.

Email: [appellate.ap@jio.com](mailto:appellate.ap@jio.com), Telephone number: 1800-889-3999, Fax: 1800-889-1211

Address: Reliance Jio Infocomm Limited, 401, 4th Floor,

Lake Shore Towers, Raj Bhavan Road, Somajiguda

Hyderabad 500082 Telangana

(Working hours: Mon-Fri, 10:30 am to 6:00 pm)

#### Other Information

- The invoice will be deemed accepted as per the Master Service Agreement or Terms and Conditions signed.
- Reliance Jio Infocomm Limited reserves the right to change, from time to time, the terms and conditions of the contract by giving notice of the change.
- In the event of non-payment, part payment or late payment of the outstanding amount by the due date, or in the case of bounced cheques, Reliance Jio Infocomm Limited reserves the right to disconnect services. The customer shall continue to be liable for the charges during the period of suspension.
- In case of permanent disconnection, your security deposit will be refunded within 60 days of disconnection, failing which you shall be paid interest @10% p.a. following adjustment of dues.
- We request you to log disconnection request through online portal. Please login to [www.jio.com/business](http://www.jio.com/business) with your login id and password and click on New Service Request. Alternatively, you may also log disconnection at [enterpriseservices@jio.com](mailto:enterpriseservices@jio.com). Upon receipt of mail, a Service Request no. will be provided to you within 48 Hrs. Please note that in absence of SR number, no credit adjustments shall be made for the delay in disconnection and the customer shall be liable to pay for the charges.
- Goods and Service Tax (GST) and other indirect taxes, as may be applicable will be charged and shown separately over and above the billed amount. Further, 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.
- E-Bills will be sent to the Customer to his e-mail address as mentioned in EAF. For any change in e-mail address, Customer shall intimate Enterprise customer care about new email address at least 15 days prior to the commencement of the next billing cycle. Customer is responsible to pay his bills by the prescribed date. It is incumbent on the Customer to enquire his/her balance and settle the same even in case of non-receipt of monthly bill for any reason whatsoever.
- The payment shall be made in favour of RJIL900292128323.
- RJIL reserve its right to reserve or notify payment institution as part of terms and conditions of invoices or bills whenever applicable.
- No cheque payment will be accepted against wireline services.
- TDS Certificate to be submitted within 30 days of filing statement of deduction of tax as per the provisions of Income-tax Act, 1961 read with Income-tax Rules, 1962. Non-adherence will lead to the reversal of the TDS amount posted, leading to service restriction in case outstanding is not cleared.

Signature valid

Digitally signed by Reliance Jio Infocomm Limited  
Date: 2024.08.05 11:02:24 IST  
Reason: Digitally Signed  
Location: Mumbai

Taxes		Charges	CGST	SGST	Amount (₹)
Sr. No.	Description	262,717.39	23,644.57	23,644.57	47,289.14
1	This month charges				

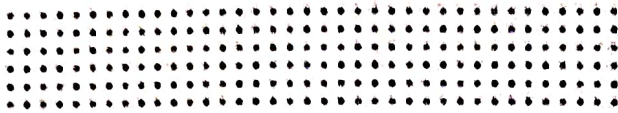
### Reach Us

Call 198 (from a Jio number) or 1800-88-99-444 (from other networks)

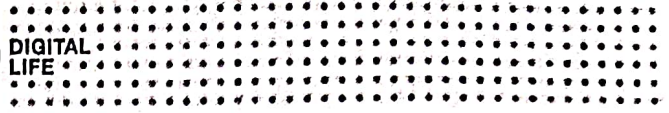
Write to [enterpriseservices@jio.com](mailto:enterpriseservices@jio.com)

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DIGITAL  
LIFE



Ushodaya Educational Society

Document Number: 554000218610

Invoice Date: 01-AUG-2024

Product: ILL

Security Deposit & One Time Charges

Sr. No.	No of Sites	Per Site One Time Charges			Charges Billed			Amount (₹)
		Installation	Program Mgmt	Security Deposit	Installation	Program Mgmt	Security Deposit	
1	1	0.00	10000.00	0.00	0.00	10,000.00	0.00	10,000.00
Total	1				0.00	10,000.00	0.00	10,000.00

Periodic Charges for the Prior Period - New Circuit

Per Site Recurring Charges for the period - Date of Installation to 30-Sep-2024

Sr. No.	No of Sites	Bandwidth	Bandwidth	CPE	SLA	Additional LAN IP	CoS	Managed Service	Secondary Link	Amount (₹)
1	1	1000 Mbps	252,717.39	0.00	0.00	0.00	0.00	0.00	0.00	252,717.39
Sub total 1			252,717.39	0.00	0.00	0.00	0.00	0.00	0.00	252,717.39

Total Periodic Charges - New Circuit

Per Site Recurring Charges for the Period - Date of Installation to 30-Sep-2024

Sr. No.	No of Sites	Bandwidth	Bandwidth	CPE	SLA	Additional LAN IP	CoS	Managed Service	Secondary Link	Amount (₹)
1	1	1000 Mbps	252,717.39	0.00	0.00	0.00	0.00	0.00	0.00	252,717.39
Sub total 1			252,717.39	0.00	0.00	0.00	0.00	0.00	0.00	252,717.39

Periodic Charges for the Billing Period - All Circuit

Sr. No.	No of Sites	Bandwidth	Bandwidth	CPE	SLA	Additional LAN IP	CoS	Managed Service	Secondary Link	Amount (₹)
1	1	1000 Mbps	252,717.39	0.00	0.00	0.00	0.00	0.00	0.00	252,717.39
Total	1		252,717.39	0.00	0.00	0.00	0.00	0.00	0.00	252,717.39



Ushodaya Educational Society

Document Number: 554000218610

Invoice Date: 01-AUG-2024

Charges in Detail

Security Deposit & One Time Charges

Sr. No.	Logical/ Circuit ID	Originating Point	Install Date	Service ID	Installation	Program Mgmt	Security Deposit	Amount(₹)
1	1.1	Kovvur	29-Jul-24	778541250062	0.00	10,000.00	0.00	10,000.00
Total	1				0.00	10,000.00	0.00	10,000.00

Bandwidth Charges

Sr. No.	Logical/ Circuit ID	Originating Point	Install Date	Bandwidth	Service ID	From Date	To Date	Amount(₹)
1	1.1	Kovvur	29-Jul-24	1000 Mbps	778541250062	31-Jul-24	30-Sep-24	252,717.39
Total	1							252,717.39