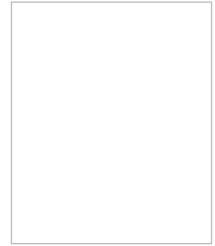




# KERALA VISION BROADBAND

Kerala Vision Broadband Ltd., 1<sup>st</sup> Floor, 2/72A, Uzhloor Temple Road, South Thoravu,  
Pudakkad, Thrissur, Kerala, 680301 | Ph: 0480 2080002  
www.keralavisionisp.com | E-mail: hello@keralavisionisp.com

## CUSTOMER APPLICATION FORM



CAF NO: KB

Please read the application, terms, and conditions overleaf carefully before filling the form.

Tick appropriate box. Fill in CAPITAL LETTERS Only

Type of connection: Individual

Whether existing customer of KVBL Yes:  No:  If yes, CAF No: KB

1. a) Name of Customer: \_\_\_\_\_

b) Name of Father/Husband: \_\_\_\_\_

2. Date of birth: \_\_\_\_\_ Male:  Female:  Others:

3. Name of Company/Firm/Organization: \_\_\_\_\_

4. Contact Number: Mob: \_\_\_\_\_ Home: \_\_\_\_\_

Business: \_\_\_\_\_

5. KYC Proof: \_\_\_\_\_ Number: \_\_\_\_\_

6. Installation area STD code: \_\_\_\_\_ E-mail address: \_\_\_\_\_@\_\_\_\_\_

7. Installation Address

House Name/No: \_\_\_\_\_ Street/Locality: \_\_\_\_\_

Bldng/Appt: \_\_\_\_\_ Post Office: \_\_\_\_\_ Taluk: \_\_\_\_\_

District: \_\_\_\_\_ Pin Code: \_\_\_\_\_ State: \_\_\_\_\_

8. **Permanent Address**

House Name/No: \_\_\_\_\_ Street/Locality: \_\_\_\_\_

Bldng/Appt: \_\_\_\_\_ Post Office: \_\_\_\_\_ Taluk: \_\_\_\_\_

District: \_\_\_\_\_ Pin Code: \_\_\_\_\_ State: \_\_\_\_\_

9. **Address for Billing**

House Name/No: \_\_\_\_\_ Street/Locality: \_\_\_\_\_

Bldng/Appt: \_\_\_\_\_ Post Office: \_\_\_\_\_ Taluk: \_\_\_\_\_

District: \_\_\_\_\_ Pin Code: \_\_\_\_\_ State: \_\_\_\_\_

10. Purpose: Residence:  Business:  Govt: \_\_\_\_\_ PSU: \_\_\_\_\_

11. Service Type: Broadband:  Voice service

12. Required Instrument: ONU: \_\_\_\_\_ IPTV Box: \_\_\_\_\_

13. Tariff Package: Broadband:----- IPTV:----- Telephone:----- (please see various tariff packages available)

14. Bill Frequency \_\_\_\_\_ Half \_\_\_\_\_

15. Payment Mode: Cash/ DD No.: \_\_\_\_\_ Amount: \_\_\_\_\_ Dated: \_\_\_\_\_

I / We have read and understood the terms and conditions, provided in the and overleaf also the details mentioned in the web site [www.keralavisionisp.com](http://www.keralavisionisp.com) and acknowledge that the tariff plan selected and I / We agree to be bound by the same. I / We agree to abide by the provisions of KVBL and thereunder and as also such amendments as may be made from time to time to these rules in so far as they relate to the services. I / We hereby declare and confirm that the above information provided by me/us is/are correct and true in every respect.

Signature of Customer /Authorized Signatory  
Signed Date

Signature of the LCO/ facilitator

# KERALA VISION BROADBAND SERVICES

## TERMS AND CONDITIONS

The Terms and Conditions set forth herein form an integral part of the "Customer Application Form" and govern provisions for the Broadband, and other Value-Added Services including Voice, Video Services provided by Keralavision Broadband Limited (hereinafter referred to as KVBL).

1. The Terms and conditions herein, and its amendments notified by KVBL from time to time shall constitute and will be an integral part of this agreement between KVBL and the Subscriber. KVBL reserves the right to change any or all aspects of this agreement, operating rules, usage guidelines, prices governing the service plans, pricing structure and product/service policies subject to commercial, legal, and technological changes. The Subscriber acknowledges that it is his/her sole responsibility to apprise himself/herself of the updated Terms and Conditions from time to time as published on the Website [www.keralavisionisp.com](http://www.keralavisionisp.com) and agrees to abide by the same.
2. The charges towards services subscribed are payable in advance and non-refundable. All taxes, duties, or any other levies of any nature whatsoever payable for the service shall be payable by the Subscriber in addition to the charges towards the availed services.
3. KVBL will not be responsible for the downtime of services due to reasons beyond its control. (Force Majeure). The speed provided in the plan is verified under proper testing conditions subject to a single wired device connection. KVBL shall not be liable to the subscriber for any loss, expense, or damage of any kind arising due to the performance of KVBL obligations under this contract or resulting from the use of any third-party software, hardware, and end devices that may be optionally provided to enhance user experience. Further, the liability of KVBL is ousted from any loss or damage arising due to the possible downtime caused out of technical difficulties or in the course of service activities of KVBL.
4. The subscriber hereby declare that all information provided by him in respect of his/her use of KVBL services is true and accurate to the best of his/her knowledge and belief. The subscriber is solely responsible for the security of his/her password and for all transactions undertaken by using his/her password through the KVBL website. The Subscriber acknowledges and accepts that considering the nature of the service there will be a need to change the password from time to time to avoid misuse and to maintain secrecy. The subscriber hereby confirms that he is the authorized holder of the credit card/debit card or is the original account holder used in the transactions he makes using the KVBL website and he alone uses the "ID" and "Password" he has created in the site. If any, related to KVBL services KVBL shall not be responsible for any financial loss, inconvenience, or mental agony resulting from any unauthorized use/misuse of the Subscriber's User-ID /Password/ Credit card number/account details number for making online payments on the KVBL.
5. The subscriber shall not distribute, transfer, re-assign, sell and/or offer or promote the services to others or otherwise, share the services with others without the express authorization of KVBL. As per the statutory regulations the KVBL and its assignees reserve the right/duty to inspect the premises, collect and update the log and other information including the IT infrastructure & customer details from all Subscribers, including ILL Subscribers, at any time with prior intimation to ensure that, the subscribers adhere to the statutory terms and regulations of the KVBL services. If the Subscribers are found in default in complying with the said terms of service, KVBL reserves the right to terminate the services immediately and shall not be liable for any refund or compensation thereafter. The Subscriber shall not do anything detrimental to KVBL's interests. Further, no event will KVBL be liable to the customer for any consequential, indirect, special, incidental, or punitive damages arising out of or related to this agreement.
6. The liability for any failure or breach on the part of KVBL shall be limited to the refund of the unused portion of the charges paid by the subscriber towards availing the service. In the event of any grievances against the services of KVBL, it is imperative that access to a device installed in the premise of the Subscriber is granted, failure of which KVBL will not be liable to the consequences of such grievances.
7. In using the KVBL service, the Subscriber agrees to comply with all laws, regulations, and rules applicable in India and hereby acknowledges to fully indemnify the KVBL against any claims, loss damages, or consequences arising from non-compliance of the subscriber. Further, KVBL shall not be liable for any actions or omissions of the Subscriber outside the scope of this service. In addition, the subscriber has to comply with all the applicable laws and regulations of the terminating end countries or the jurisdictions where the services will be used. Further, if any part, term, or provision of this Agreement is held to be illegal or unenforceable neither the validity nor enforceability of the remainder of this Agreement shall be affected.
8. The subscriber equipment, if provided by the facilitator on the demand, during the period of service or otherwise, shall be the property of the facilitator unless fully paid for by the subscriber and subject to suitable acknowledgment in specific received from the facilitator towards the transfer of ownership of equipment.
9. KVBL reserves the right to control/monitor the functionality of the services provided to the Subscriber, from its end during the service period. KVBL reserves the right to survey to seek feedback from the Subscriber on the service(s) provided by KVBL. The information that KVBL collects from the subscriber is held and used by applicable laws and regulations in India. It may be used to verify the identity before providing services, contact/respond to subscribers regarding matters relevant to the underlying services, generate bills and statements of use, data analytics, etc. KVBL may retain PI information for so long as KVBL are obligated to as per the legal, regulatory directions for the time being in force.
10. KVBL store Your PI within the territorial limits of India, KVBL may disclose or share subscribers PI with Authorised Third Parties: including Partners or agents who are involved in delivering the products and services subscriber may have ordered or used.
11. Subscriber's prepaid account will automatically get disconnected on expiry of the validity of the pack value and the (Subscriber) shall ensure that the account is active. KVBL shall not be held responsible for disconnection due to non-receipt of bill or non-receipt of communication regarding the expiry of account. KVBL shall charge a re-connection fee for such disconnections. In the case of Postpaid customers, the subscriber has the duty to collect the bills and pay the same at least before the bill due date. The KVBL shall have the right to disconnect the service after the due date. Further, no event will KVBL be liable to the customer for any consequential, indirect, special, incidental, or punitive damages arising out of or related to such disconnection. KVBL shall have the right to recover its due amount along with the 12% interest and cost of recovery.
12. The speed mentioned against various service plans is subject to the factors associated with the activities of the KVBL. The speed cannot be accurately measured by using other network-hosted tools. The KVBL will strive on best effort basis to ensure the service speed up to the gateway.
13. "The Broadband id or User Id, Telephone number, etc. are provided by KVBL, shall remain in the exclusive domain of KVBL, and the subscriber can use the same only in the service period. The KVBL shall have the right to change/reallocate the telephone number, broadband id, etc., even in the service period of the subscriber, for any reasons whatsoever, but not limited to technical or legal reasons"
14. KVBL reserves the right to accept or reject any Customer application form without citing any reason for the same. By agreeing to the terms and conditions of the service, it binds the Subscriber and whenever and wherever applicable, his/her heirs, executors, successors, and permitted assignees and beneficiaries KVBL and its successors and assignees.
15. Base package re-definition is possible after the expiry of the validity of the current package. Change in the base plan before the expiry of the validity period will invite a fee of Rs. 50/- (excluding taxes) per such transaction. The then-current tariff for Port Speed and service(s) shall apply for the re-defined base package. Further, the charges for the static IP will be considered separately. NB: The subscribers can renew and upgrade their existing plans using the online portal provided by the company.
16. Subscriber hereby agreeing to receive audio/visual/ text messages in different formats from Keralavision group as part of information/ promotion/ communications.
17. At the end of the validity period of the current package, the subscription shall automatically get renewed to the most recently subscribed package, provided there is sufficient account balance to complete this transaction, failing which the Subscriber account shall be deactivated.
18. The Subscriber shall be subject to the expenses or cost incurred towards any repairs or maintenance or replacement of the hardware required for rendering the internet services.
19. The subscriber shall be to follow the "Customer Grievances Redressal Mechanism" provided in the T&C published on the website [www.keralavisionisp.com](http://www.keralavisionisp.com) and to abide by the same in all disputes arising out of the agreement."
20. You can have enhanced control over your family's online experience with our Parental control features. Please visit <https://keralavisionisp.com/faq> to learn how to activate and customize this feature.

The Subscriber here declares that he/she can sign this Form. Further, it is declared that the Terms and Conditions of service published on the website at [www.keralavisionisp.com](http://www.keralavisionisp.com), and the Customer Application Form are read and understood in its true essence and that he/she unconditionally agrees to abide by them.

(Signature of the Customer)