

DN/WH_Internet/05 (Overleaf)
Annexure – I

Broad Terms and Conditions

- i. Plan-I and Plan-II are without Database Access.
 - ii. Tariff is applicable for one year but subject to revision without prior notice.
 - iii. Subscription period shall be one year and the entire Annual Tariff shall be payable in advance.
 - iv. Customer shall have an option to migrate from one plan to other plan on the basis of written request after paying the difference.
 - v. If Customer needs additional storage space or additional email ids as specified under a specific plan, he shall have to migrate to the next higher plan by paying difference from the first day of the next consecutive month.
 - vi. Email Quota shall be equally divided among all email ids under a specific plan.
 - vii. 2.5% of one time annual tariff per customer shall be payable to authorized Internet marketing agent by BSNL as an incentive and for popularization of service.
 - viii. Other broad terms and conditions given below shall also apply.
1. BSNL would try to maintain the national and international links as reliable as possible. However, it would own no responsibility in case of interruptions in the network beyond its reasonable control.
 2. The subscriber is required to desist from email spamming and unsolicited messaging on server. In case messaging application is implemented by the customer, necessary measures like anti-relay, anti-spamming, prevention of unsolicited bulk mailing etc have to be implemented. BSNL has zero tolerance for such activities and if detected would result in immediate suspension of service to the subscriber.
 3. The subscriber is required to ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country, are not made by him or any other person using his password.
 4. BSNL may revise tariff for WEB hosting services from time to time at its discretion.
 5. The subscriber is required to fully comply the provisions of the Indian Telegraph Act, 1885 and the Indian Telegraph Rules made thereunder, IT Act 2000 and any amendments or replacements made thereto from time to time.
 6. **Payment of bills:-** It would be the responsibility of subscriber to make advance payment of service. BSNL would discontinue the service in case of non-receipt of advance payment without giving any notice to the subscriber.
 7. **Arbitration of Disputes:-** In the event of any question, dispute or difference arising out of provisions of web-hosting services, the matter shall be referred to the sole arbitration of the Chairman and Managing Director, Bharat Sanchar Nigam Limited, New Delhi.
 8. Customers will be responsible for creating their own HTML pages. WEB-hosting services-tariff is applicable to limited application of hosting worldwide web. Services would operate from the servers. Only a single IP address will be allocated for this by BSNL. The tariffs are applicable only for hosting the web server at BSNL. The tariffs are not applicable when lines are extended to customer premises. Special tariff will be worked out separately for the customized applications.
 9. For any breach of the terms & conditions BSNL shall have right to take the action(s) such as to block the WEB site hosted at its sole discretion without prejudice to any other action as may be warranted.
 10. **Maintenance Schedule:** - BSNL performs routine maintenance that enables BSNL to improve network and infrastructure. Additionally, preventative maintenance is performed to correct potential issues that have been identified by BSNL based on careful monitoring and thorough analysis of activity logs of BSNL's network and facilities. BSNL makes every effort to prevent disruptions in services and performs maintenance during low traffic times in order to minimize potential interruptions to customers' Internet operations. Whenever possible, BSNL will provide notice of 48 hours prior to planned maintenance to allow BSNL customers to manage their business more effectively.

Tariff

Item	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Plan 6	Plan 7	Plan 8
Disc Space	5 MB	10 MB	25 MB	50 MB	100 MB	200 MB	500 MB	Customized
Mail Quota	5 MB	10 MB	25 MB	50 MB	100 MB	200 MB	500 MB	Customized
Annual Tariff(Rs)	3000	4000	7000	15000	25000	35000	65000	Customized
FreeDataTransfer/ Month	100 MB	200 MB	500 MB	1 GB	2 GB	4 GB	10 GB	Customized
Data Access	No	No	Rs 2000/	Rs 2000/	Rs 2000/	Rs 2000/	Rs 2000/	Customized

The charging for WEB hosting service shall be on flat rate basis, with a cap on maximum monthly data volume transferred. If the maximum monthly data volume transferred in any calendar month exceeds the free prescribed limit for the plan, the subscriber will pay additional access charges as given below, in addition to the plan charges:-

In excess of free Data Transfer up to 1 GB Rs 3000/-
In excess of free Data Transfer up to 5 GB Rs 10000/-
In excess of free Data Transfer up to 10 GB Rs 20000/-

Data Transfer over above slabs will be charged in slab of 5 GB Data Transfer.

Customer shall also have option to migrate from one plan to the other after paying the difference of the charges in both the plans. The migration will be on the basis of the advance written request and on completed calendar month basis.