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Annexure

Approved Tariff

Tariff Approval No: TRC/SLT/Promo/14/03

➤ **Fiber to the Home (FTTH) Tariff Plan**

	Double Play		Triple Play
	Broadband & Voice	PEO TV & Voice	
New Connection and CPE Equipment Provided			
New Connection Charges (Rs) [falls within the first 500m from the relevant DP/Distribution Point] (Note 01)	25,000	30,000	30,000
Inclusive CPE Equipment for the New Connection Provided.	<ul style="list-style-type: none"> • FTTH WiFi Router • Cord less phone with CLI 	<ul style="list-style-type: none"> • FTTH WiFi Router • Cord less phone with CLI • Set Top Box 	<ul style="list-style-type: none"> • FTTH WiFi Router • Cord less phone with CLI • Set Top Box
Commitment Period	1 Year	1 Year	1 Year
Package Monthly Rentals and Usage Charges			
FTTH Line Rental :(Rs Per Month) - (Note 2)			
Home	430	430	430
Office	630	630	630
Voice Usage Charges –(Note 3)	Mega Double Play Rate Plan	Mega Double Play Rate Plan	Mega Triple Play Rate Plan
Value added Services	Free Double play VAS Bundle	Free Double play VAS Bundle	Free Triple play VAS Bundle
Broadband Packages –(Note 4)	Web Family and above packages	Not Applicable	Web Family and above packages
PEO TV Packages –(Note 5)	Not Applicable	PEO Gold PEO Entertainment PEO Platinum PEO Titanium	PEO Silver PEO Silver Plus PEO Gold PEO Entertainment PEO Platinum PEO Titanium
High Definition TV Channels – (Note 06)	Not Applicable	Applicable	Applicable

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Note 1 : Rs.2, 400/- is charged for each additional 100m beyond 500m from DP (Distribution Point.)

Note 2: Additional Rental of RS 200 applicable for a secondary Voice line.

Note 3: Voice Usage Charges

- o Double play rate plan

Rate Plan 1 : Home Customer		
Rate Plan	Per Minute Charge (Rs)	
	Peak	Off Peak
Onnet	1.70	1.00
Offnet	2.70	2.00
Billing Mechanism	Per Minute billing	
Free Offers	100 Onnet Minutes Free	
Rate Plan 2 : Office Customers		
Rate Plan	Per Minute Charge (Rs)	
	Up to 3rd minute	Beyond 3rd minute
Onnet	1.70	1.00
Offnet	2.70	2.00
Billing Mechanism	Per Minute billing	

- o Triple play rate plan

Rate Plan 1 : Home Customer		
Rate Plan	Per Minute Charge (Rs)	
	Peak	Off Peak
Onnet	1.50	1.00
Offnet	2.50	2.00
Billing Mechanism	Per Minute billing	
Free Offers	100 Onnet Minutes Free	
Rate Plan 2 : Office Customers		
Rate Plan	Per Minute Charge (Rs)	
	Up to 3rd minute	Beyond 3rd minute
Onnet	1.50	1.00
Offnet	2.50	2.00
Billing Mechanism	Per Minute billing	

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• Voice Time Band Definition

Peak	Weekdays - 0700 hrs to 1900 hrs Saturdays - 0700 hrs to 1400 hrs
Off Peak	Weekdays - 0000 hrs - 0700 hrs and 1900 hrs - 2400 hrs Saturdays - 0000 hrs - 0700 hrs and 1400 hrs - 2400 hrs Sundays & Public Holidays - full day

Note 4: Applicable Broadband Packages

Package Name		Web Family	Web Surfer	Web Pro	Web Master	Web Champ	Web Life
TRC Package Reference		TRC/SLT/ Promo/13/ 12	TRC/SLT/ Promo/13/ 13	TRC/SLT/ Promo/13/ 14	TRC/SLT/ Promo/13/15	TRC/SLT/ Promo/13/16	TRC/SLT/ Promo/13/17
Usage Volume	Peak Download Volume (GB)	25 GB	35 GB	60 GB	120 GB	185 GB	300 GB
	Total Volume (GB)	35 GB	50 GB	85 GB	155 GB	230 GB	375 GB
Rental (Rs Per Month)		Rs	Rs	Rs	Rs 8,890	Rs 13,690	Rs 19,890
Download Speed		Up to 50 Mbps			Up to 100 Mbps		
Upload Speed		Up to 25 Mbps			Up to 50 Mbps		
Usage beyond Threshold		<ul style="list-style-type: none"> • Download and upload speed will be reduced to 64 kbps after reaching either the peak download volume threshold or total volume threshold. • Additional usage volume on demand after reaching threshold will be offered on customer request and the rate applicable for additional usage will be Rs.250 per GB 					
Free Offers –Email accounts		1	1	2	5	5	5

- Off peak time applicable for download volume is defined as 12.00 mid night to 8.00 a.m.
- When the peak time threshold is reached customer will get the same quality level at off peak time until he reached total volume.
- Broadband Quality standards will be maintained as per TRCSL Guidelines.
- Equipment Configuration support charge is Rs 500 (Optional).
- Package Migration charges: Downgrade between above packages will be Rs 250. Waive off migration charges for Upgrades.

Note 5: Applicable PEO TV Packages:

Monthly rentals and other Package and Value added Service conditions as similar to approved packages

	Available for FTTH Triple play Customers Only		Available for Both FTTH Triple Play and FTTH Double play (PEO TV +Voice) Customers			
Package Name	PEO Silver	PEO Silver Plus	PEO Gold	PEO Entertainment	PEO Platinum	PEO Titanium
Monthly Rental (Rs)	799	999	1399	1399	1799	1999

Note 6 : PEO TV High Definition Channel Pack

Eligible customers	Customer Subscribed for Any PEO TV package with FTTH.
High Definition TV Channels	1. TLC HD 2. Animal Planet HD 3. Fashion TV HD 4. Luxe TV HD
HD Pack -Monthly Rental	Rs 200 per month

- HD pack Monthly Rental will be in addition to customers monthly base package Rental.
- The television needs to be HD enabled to experience the Relevant HD Quality Offered via FTTH.

Note 7 : Call Charges for existing customers with Standard packages

Existing customers who are having SLT standard voice packages (before November 2010) will be given the voice usage charges as mentioned in note 3 or continue the call charges in standard voice packages (on request) with the new FTTH line rentals applicable when migrating to FTTH services.

Note 8 : Subsequent Connection Charges

- Start up fee of Rs 1000 is applicable for subsequent Broadband connections
- Start up fee of Rs 6990 is applicable for subsequent PEO TV connections

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Special Loyalty Discounts on New Connection Charges for Existing Megaline /CDMA

Customers :

- Special Offer valid for Initial one Year from the Launch of FTTH .

	Double Play		Triple Play
	Broadband & Voice	PEO TV & Voice	
Existing Customer Type	Applicable Discount %		
Existing Megaline Single play Customers	50% Discount	50% Discount	50% Discount
Existing Megaline Double Play (Broadband) Customers	50% Discount	N/A	50% Discount
Existing Megaline Double Play (PEO TV) Customers	N/A	50% Discount	50% Discount
Existing Megaline Triple Play Customers	N/A	N/A	50% Discount
Existing CDMA Customers (Connected before FTTH Launch Date)	20% Discount	20% Discount	20% Discount
Commitment Period	1 Year	1 Year	1 Year

- The above charges are exclusive of applicable government taxes and levies.

Conditions

- **Installation Charges**
 - If the customer has paid installation charge in full as a lump sum he should receive the connectivity (Dial Tone and PEO TV / Broadband Connection) within 30 days from the date of payment. If not compensation of Rs. 1,000/- per week is payable by the operator for each week of delay until installation is provided.
 - In the event any customer has paid at least one instalment of the installation charge, the customer should receive the connectivity within 30 days from the first instalment payment. If not compensation of Rs. 300/- per week is payable by the operator for each week of delay until installation is provided.

- **Maintenance**
 - The Operator shall maintain the line and the Consumer Premises Equipment (CPE). If a subscriber report a fault and it is not repaired within 3 days, the operator shall automatically rebate the subscriber 5% of his total rental per day commencing on the date of first complaint. The details of the rebate should be applied the next month bill.

- **QOS Parameters**
 - Within a period of 24 hrs, the average download speed of the service between any two times slots of 60 minutes interval should be maintained (Single TCP session to a server or servers designated by the TRCSL) on or above 40% from the advertised bandwidth. SLT should communicate to the customers the above speed limits will be applicable for fiber connectivity.

- The tariff / facilities granted for existing customers shall not change without prior concern of the customer.