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Time: (Monday to Saturday 10:30 AM to 7:00 PM)

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HOME SEGMENT  
**FTTH FIBER**  
Fiber@Home

**FiberOne FTTX Broadband Plan Tariff sheet (Residential Home Users) - W.E.F 15/04/2022**

Plan Name	Speed Up to (DL & UL)	Data Limit	Speed After FUP Data Limit	Data Carry Forward	Monthly Tariff With GST	Six Month Tariff With GST Paid	Yearly Tariff With GST	Customer Acceptance
<b>FiberOne Home Catch Series</b>								<b>10 GB Per Day</b>
Home Catch-30M-12-Months	30 Mbps	10 GB Per Day	16 Mbps Unlimited	YES			Rs.3990.00 <input type="checkbox"/>	
<b>FiberOne Home Equalizer Series</b>								<b>50 GB Per Day</b>
Home Equalizer-50M	50 Mbps	50 GB Per Day	16 Mbps Unlimited	YES	Rs. 499.00 <input type="checkbox"/>	Rs. 2495.00 <input type="checkbox"/>	Rs. 4990.00 <input type="checkbox"/>	
Home Equalizer-100M	100 Mbps	50 GB Per Day	16 Mbps Unlimited	YES	Rs. 699.00 <input type="checkbox"/>	Rs. 3495.00 <input type="checkbox"/>	Rs. 6990.00 <input type="checkbox"/>	
Home Equalizer-150M	150 Mbps	50 GB Per Day	16 Mbps Unlimited	YES	Rs. 899.00 <input type="checkbox"/>	Rs. 4495.00 <input type="checkbox"/>	Rs. 8990.00 <input type="checkbox"/>	
Home Equalizer-200M	200 Mbps	50 GB Per Day	16 Mbps Unlimited	YES	Rs. 1099.00 <input type="checkbox"/>	Rs. 5495.00 <input type="checkbox"/>	Rs. 10990.00 <input type="checkbox"/>	
Home Equalizer-300M	300 Mbps	50 GB Per Day	16 Mbps Unlimited	YES	Rs. 1299.00 <input type="checkbox"/>	Rs. 6495.00 <input type="checkbox"/>	Rs. 12990.00 <input type="checkbox"/>	
Home Equalizer-500M	500 Mbps	50 GB Per Day	16 Mbps Unlimited	YES	Rs. 1499.00 <input type="checkbox"/>	Rs. 7495.00 <input type="checkbox"/>	Rs. 14990.00 <input type="checkbox"/>	
<b>FiberOne Home Kick-Start Series</b>								<b>Truly Unlimited</b>
Home Kick-start-50M	50Mbps	Unlimited	Unlimited	NO	Rs. 960.00 <input type="checkbox"/>	Rs. 4800.00 <input type="checkbox"/>	Rs. 9600.00 <input type="checkbox"/>	
Home Kick-start-100M	100 Mbps	Unlimited	Unlimited	NO	Rs. 1260.00 <input type="checkbox"/>	Rs. 6300.00 <input type="checkbox"/>	Rs. 12600.00 <input type="checkbox"/>	
Home Kick-start-150M	150 Mbps	Unlimited	Unlimited	NO	Rs. 1560.00 <input type="checkbox"/>	Rs. 7800.00 <input type="checkbox"/>	Rs. 15600.00 <input type="checkbox"/>	
Home Kick-start-200M	200 Mbps	Unlimited	Unlimited	NO	Rs. 1860.00 <input type="checkbox"/>	Rs. 9300.00 <input type="checkbox"/>	Rs. 18600.00 <input type="checkbox"/>	
Home Kick-start-300M	300 Mbps	Unlimited	Unlimited	NO	Rs. 2160.00 <input type="checkbox"/>	Rs. 10800.00 <input type="checkbox"/>	Rs. 21600.00 <input type="checkbox"/>	
Home Kick-start-500M	500 Mbps	Unlimited	Unlimited	NO	Rs. 2460.00 <input type="checkbox"/>	Rs. 12300.00 <input type="checkbox"/>	Rs. 24600.00 <input type="checkbox"/>	

**Activation & Other Charges Details:-**

Charges	Amount	Applicable Remarks and Descriptions
Activation Charges	Rs.700.00	• New connection installation charges which is a Non-refundable and not related to any security deposit.
Security Deposit	Rs. 2000.00	• Type-5 Modem/ONU security deposited (Interest Free) and it is 100% refundable at the time of disconnection & discontinue the services. (Subject to Company refund policy) • Fiber (Fttx) ONU-Modem with 1 PON (Fiber) Port with 1 Gig speed/2 LAN Port with 1 Gig high speed/Dual Band Wi-Fi (2.4 & 5.8 @Ghz) with 4 Antenna for better coverage./1 Voice PON Port.
Static Public IP Charges	Rs. 1000.00 Yearly GST Paid	• IP Request form is mandatory via mail or hardcopy. • Applicable only for one year and charges are not refundable in case of disconnect or discontinue.

FUP - Fair Usages Policy, SU - Single User, MU - Multiple User, MBPS – Mega Byte per Second, Mbps – Mega bit per second, CF-Carry Forward

**Force Major Commercial Terms For Eco Booster Plan Series :-**

- All Eco booster plans come with lowest tariff so subscribers are mandatory to pay 12 month's upfront payment (Not Refundable) for yearly subscription.
- All Eco Booster plans will not be applicable in monthly subscription.
- All Eco booster plans subscription will not surrender or disconnect before 12 month in any way because it is totally prepaid plans.
- If any Subscriber forces us for disconnection then in this case 12 months upfront payment will not refund in any way. (Only CPE security will be refund)
- All Eco booster plans subscription will not hold (Temporary suspend) in any way.
- In All Eco booster plans there is no provision for connection ownership change and location shifting.
- If any subscriber of Eco booster plans asks to migrate the current plan into another regular plan in this case the company will not refund your upfront payment but this payment can be adjusted in the new plan.

**Please Note:-** Before subscribe new connection kindly read, acknowledged, understood and agreed to all terms & condition printed and mention over this page. Kindly submit photo copy of KYC Documents (Valid id & address proof) & filled the customer application form (CAF)



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### **Terms & Conditions (Read carefully)**

1. Service installation for new connection will be done within 7 to 10 working days after complete KYC form with all required document and receipt of initial payment. In case of cheque payment, service installation will start after realization in bank account.
2. One Month plan security deposit will be applicable with new connection as per selected monthly plan tariff and this amount will be 100% refundable at the time of disconnection after clear all dues and recover/received of all CPE Equipments from subscriber location.
3. Activation/Registration charges will be applicable with every new connection as per actual (Mentioned in Plan sheet) & different for Residential Home User and Business SME User and these charges are not refundable and it is not related to CPE cost.
4. Modem/CPE security will be applicable with every new connection as per actual (Mentioned in Plan sheet) and different for residential home user and business SME user and this security deposit is 100% refundable at the time of disconnection.
5. "Customer Premise Equipment (CPE)" means the equipment, systems (as per list), cabling and facilities provided to the Subscriber on returnable basis by the company, which is required for Service provisioning and used in conjunction with the Service Equipment in order to avail of the Service. Company would charge to subscriber cost of per CPE equipments not returned or returned in non-working condition towards penalty/damages for breach of the terms of service.
6. Company does not sell any CPE/Modem Equipments to subscriber or customer. It provide by company without any cost for service usages purpose only till connection is running. Customer or subscriber shall compulsorily return all the CPE equipments to the company at the time of service /connection disconnection or discontinue to any reason.
7. Company will not charge any rental against their CPE equipments and company reserves the right to dismount and recover all CPE equipments from subscriber/customer location at the time of service /connection disconnection or discontinue.
8. Company provides fully onsite replacement to all CPE equipment (LAN Cable & DC Adaptor not covered) till connection is running but stolen & physical damaged not covered.
9. Speeds indicated are only up to our ISP node, given on best efforts basis as per TRAI guideline.
10. After finishing of FUP data usages, subscriber download & surf speed goes down (Reduce) as per their subscribed plan. Read company FUP policy available on company website [www.fiberonebroadband.com](http://www.fiberonebroadband.com) and [www.airwaybroadband.com](http://www.airwaybroadband.com)
11. Company provide internet speed in Kilobits per second (Kbps) or Megabit per second (Mbps) in all plans, not in Kilobyte per second (KBPS) or Megabyte per second (MBPS). Please also note all the Internet Browser software is measure download speed in KBPS (Kilo Byte per Second) so kindly divided your plan speed by 8 to calculate proper file download speed.
12. All the Plan tariff are and activation charges are inclusive of tax (GST) and subject to change in future.
13. Contention ratio for scheme are set as 1:50 for home user and for business user 1:30 as per guideline set by TRAI & DOT.
14. Company acknowledged you that the company provides only high speed wired fiber internet connection with single point of installation & delivery which is based on high speed fiber optic technology (EPON / GPON).
15. The company does not claim its connection on the Wi-Fi technology, but with this connection the device / modem / ONU provided by us to access internet comes and includes the Wi-Fi access facility, but company does not claim any guarantee for speed & coverage on Wi-Fi to the customer.
16. Company does not provide & suggest the speed test with/on Wi-Fi device because FiberOne (Fttx) Broadband connection comes with very high speed and cannot be checked with/on Wi-Fi device due to many technical issues & factor so kindly do not force to us.
17. To get best speed test result of FiberOne (Fttx) Broadband as per your plan always tests your connection on wired connectivity (LAN) with updated and latest device resources like Processor speed, and memory of your PC & Laptop.
18. Company does not provide any Wi-Fi router with the connection; customer or subscriber will arrange and purchase from market itself, we help to configure it with the connection.
19. Company provide 1:1 Download & Upload ratio in all Home Residential and Business SME user plans.
20. Minimum guaranteed speed availability for Home residential plans is 80% & in Peak hour's & 100% Off Peak hours. (Availability on wired LAN testing method)
21. Minimum guaranteed speed availability for Business and SME plans is 90% in all hours all day. (Availability on wired LAN testing method)
22. Company peak hours start in Morning 8:00 AM to 9:00 PM in Night every day.
23. All the Plans & their tariff are subject to regulatory approval & company reserves the right to withdraw/Suspend/Modify & Alter /Cancel/Change the plans tariff without any prior notice or information.
24. Please read carefully data usages and transfer calculation in every FUP Plans. Speed and Data usage limit subject to company Fair Usage Policy.
25. per company FUP policy in Residential Home Plans FUP Data limit will be calculated based on data transfer (Download & Upload both). In Business SME Plans FUP Data limit will be calculate Based on Download only, Upload is 100% free.
26. Refund, if applicable will be processed within 15 working days via Cheque, Bank Transfer, Bank DD (Cash refund not accepted) from the date of return of all CPE equipments in good condition to the company.
27. Connection shifting to new location is subject to availability or feasibility of company service network. If company service network is not available to that location then subscriber required to surrender their connection. (Subject to Company Shifting Policy)
28. If customer want to cancelled or change their Six (6) months plans, Twelve (12) months plans or any offer plans before their subscription validity period; then company will charged 8% cancellation and generated their bill as per monthly amount (As per calculation).
29. Company will provide only 100 Mtr. Fiber drop cable with new connection beyond this cable will be chargeable.
30. Company does not provide any internal networking service (LAN) at subscriber location.
31. As per telecom regularity authority (TRAI) subscriber account ownership can't be transferred or changed.

### **Support & Complaint Center Contact Details**

**Opening Time Monday to Sunday 8:00 AM To 9:00 PM**

**+91 751 2458201, 2458202, 2458203**

**wecare@pccareonline.in**

**+91 9713354321 (Whatsapp & SMS Only)**