

Manual of Practices

Fixed Line and Internet Services

1. Background:

Airtel Broadband and Telephone Services (ABTS) brings to your home, its telephone lines to connect you to the rest of the world. We also bring to you high-speed internet connection through our broadband service.

We have always believed in a personal touch to all our interactions with you. This booklet is one such endeavour, and will provide you with information you need for your future interactions with us. It tells you about our service standards and our processes. It also describes how you can get your complaints resolved, should you, at any point in time, find our services below what we promise to deliver.

2. Service Availability:

We cover 94 cities in India across fifteen Circles (states) namely,

- Andhra Pradesh
- Delhi
- Gujarat
- Haryana
- Karnataka
- Kerala
- Kolkata
- Maharashtra
- MP and Chattisgarh
- Mumbai
- Punjab
- Rajasthan
- Tamil Nadu
- UP East
- UP West

3. Where to contact us:

Our offices are located in all cities where we service you. You may contact us at any of these offices closest to your location. You may also contact our Airtel Relationship Centers for all your queries, requests or complaints.

Alternatively, you may choose to call us from the comfort of your home, day or night, at our customer care number 121, or send us email at care.ncr@airtelindia.com, or through our website www.airtel.in

Below is a list of addresses in our major cities.

| City Name | Office Address | Board No |
|--|---|-----------------|
| New Delhi (Registered Office) | H 5/12 Qutub Ambience Mehrauli New Delhi | |
| BHOPAL | Bharti Airtel Ltd. 1, Malviya Nagar Bhopal - 462003 | 0755 - 4222222 |
| BANGALORE | Bharti Airtel Ltd. Maruthi Infotech Centre, 11/1 & 12/1 , 1st Floor, Block A West Wing Koramangala Inner Ring Road, Amarjyothi Layout Bangalore - 560071 | 080 - 41100100 |
| CHANDIGARH | Bharti Airtel Ltd. Plot No.159, Industrial Area,Phase 1 Chandigarh - 160002 | 0172 - 4600000 |
| CHENNAI | Bharti Airtel Ltd. 101 , Oceanic Towers, 5th Floor, Santhome High Road, Chennai - 600028 | 044 - 42100200 |
| HYDERABAD | Bharti Airtel Ltd. 6-3-1192 /1, 8rh FLOOR Block III , White House, Kundan Bagh, Begumpet. Hyderabad - 500016 | 040 - 40000259 |
| KOLKATA | Bharti Airtel Ltd. DN 1,4th FLOOR, Eternity Bldng.Sec 5 College More ,Salt Lake Kolkatta - 700091 | 033-40016532 |
| MUMBAI | Bharti Airtel Ltd. INTERFACE, 5th & 6th FLOOR, Building No 7, Near Goregaon Sport Club, Malad West Mumbai - 400064 | 022 - 40034002 |
| Delhi | Bharti Airtel Ltd. 224, Okhla Phase 3 New Delhi - 110020 | 01144444555 |

4. Airtel Contact Center: At Your Service 24x7:

Our customer contact officers are more than happy to serve you. Just call 121 from your Airtel phone, any time of the day (or night) and we will be there for you. This is a toll-free number if you call from your Airtel phone.

5. Service Benchmarks:

Airtel commits to provide you accurate, easy to understand, timely bills month after month. If you ever need clarifications or more information you can always reach out to us and we shall be happy to help. In the unlikely event that you spot any inaccuracies, we request you to bring it to our notice and we assure you that all bill disputes raised by you will be resolved within four weeks of registration.

Airtel strives to ensure the best of service levels for you. We endeavor to achieve the following benchmarks for the following activities:

| Service Parameter | Time Limit for service request or redressal of complaint |
|--|---|
| Giving you a phone connection (including wiring and installation) | Within seven days of receiving your application (Provided we have feasibility in your area) |
| Fault Repair <ul style="list-style-type: none">• Line dead• Wires broken• Noisy connection | Within three days |
| Shifting your phone to your new address (within the same city) | Within three days of receiving your request |
| Closures | Within twenty four hours |
| Resolving your billing complaints/queries | All billing complaints will be resolved within four weeks. |
| Refunding your deposits (Refundable components) after resolution of outstanding charges | Within sixty days after disconnection |

We will abide by the following benchmarks for our Broadband services:

| Service Parameter | Time Limit for service request or redressing your complaints |
|--|---|
| Giving you an internet connection (including wiring and installation) | Within seven days of receiving your application (Provided we have feasibility in your area) |
| Fault Repair <ul style="list-style-type: none">▪ Internet not working▪ Speed-related issues | Within three days |
| Shifting your connection to your new address (within the same city) | Within three days of receiving your request |
| Closures | Within twenty four hours |
| Resolving your billing complaints/ queries | All billing complaints will be resolved within four weeks. |
| Refunding your deposits (Refundable components) after resolution of outstanding charges | Within sixty days after disconnection |

6. Complaint Redressal Process: Supporting You at Three Levels

6.1. First Level: Contact Center

In case you find that our services do not meet your expectations, please feel free to contact us, either at our customer care number (121 or 198), or at one of our offices, or at an Airtel Relationship Center.

We will log your concern, giving you a Service Request number (complaint registration number), which is a unique identification number for your complaint. We will let you know a timeline by which your concern will be resolved. Our team will resolve all your concerns according to the timelines promised.

6.2. Second Level: Nodal Officer

Should you fail to get a resolution after getting in touch with our contact center, we have appointed a Nodal Officer for each Circle. The Nodal Officer is your point of escalation for such cases. You may contact him/her by calling, or sending an email or a letter. Annexure 1 gives a list of all Nodal Officer and their contact details.

The Nodal Officer will redress your grievance within a maximum of 10 days.

6.3 Third Level: The Appellate Authority

Should the Nodal Officer be unable to resolve your grievance to your satisfaction, you could approach the next level, the Appellate Authority. As usual, you may contact him on his phone number, or sending him an email, or sending him a letter at the Circle Office address. Annexure 2 gives a list of all Appellate Authorities and their contact details.

The Appellate will redress your grievance within 3 months.

8. Procedure for Services:

To ensure transparency of communication, let us share with you some of our processes.

8.1. Shifting Your Connection:

- Shifting your connection to a new address will depend on whether we have our presence in the locality of the new address.
- In case you wish to shift your phone or broadband connection to a new address, all you need to do is fill up the prescribed form and submit it to one of our Airtel Relationship Centers. These forms are available at all Airtel Relationship Centers.
- You may also give your request by calling up our Contact Center. However it is advisable to fill up the form to avoid any kind of error in shifting, which may lead to dissatisfaction.
- In case you call our Contact Center, they will collect all relevant information like new address for installation, new billing address, and expected date for shifting.
- You also need to give us a proof of new installation address. This is a mandatory regulation from the Telecom Regulatory Authority of India (TRAI).
- You will need to clear all outstanding bills at the previous address before the shifting can take place.
- Airtel will take three working days to shift your connection after you have given your request, provided we are feasible in the area.
- Currently there are no charges for the shifting. In case some charges are announced in the future, we will communicate the same to you in advance at the time of submission of your shifting request.
- Please keep in mind that we would need to disconnect your phone 2-3 days in advance to be able to conduct the transfer. We apologize for the inconvenience.

8.2. Changing Your Bill Plan:

- You can change your bill plan according to your needs, as and when you want. However, this change can only be conducted once during a billing cycle or month.
- To change your bill plan, all you need to do is to submit a request for changing the bill at any of our Airtel Relationship Centers, or call our Contact Centre.
- We welcome you take help from our service personnel at the Airtel Relationship Centers or Contact Center to find out a plan suitable for your needs.
- We will not charge you for changing the bill plan
- Once the bill plan has been changed, the new bill plan will be communicated to you within 72 hrs.
- The earlier plan will cease to exist immediately after the new bill plan becomes applicable.
- The impact of bill plan change will be visible to you only during the next bill cycle, when your next bill comes to you.
- In case the internet router at your home needs to be configured after change in plan, our engineer will visit your new address. We will not charge you for this visit.

8.3. Disconnecting Your Line:

- In case you wish to surrender your connection, you can log a disconnection request by calling our Contact Center, or sending us an email, or depositing a letter at our Airtel Relationship Center, or by sending us a fax.
- Within 24 hours of receiving your request, we will stop the rental charges on your connection.
- We will contact you to understand the reasons of disconnection.
- Subsequent to that, the connection will be terminated and your case will be processed for full and final settlement of all dues, either from us or from you.
- You will have to return the telephone instrument or modem in case it was taken on rent at the time of installation.
- Understandably, you will have to clear all outstanding at the time of disconnection.
- Full and final settlement will be done within 60 days of receiving your disconnection request. In case we need to refund you any amount, a cheque for that amount (after adjustment of initial payment) will be sent to you on the address given by you.

8.4 Transfer of Telephone ownership:

- As an Airtel customer, you can also change or transfer the ownership of your line to a relative, friend or a company.
- For this, a written request will be required, which you can submit to one of our Airtel Relationship Centers.
- The documents required for ownership change are:
 - ◊ No objection certificate by both parties, the current owner and the future owner of the connection
 - ◊ In case of company, Memorandum of Article of Association
 - ◊ Photo identity proof of the future owner
 - ◊ Address proof of the future owner
- At present the Charges for transferring ownership are Rs.500. In case some changes are announced in the future, we will communicate the same to you in advance at the time of submission of your transfer request.

Annexure 1: Nodal Officers

| Circle | Nodal Officer Email ID | Nodal Officer Contact number | Nodal Officer Fax number | Nodal Officer Address |
|---|--|------------------------------|--------------------------|---|
| NCR (including Ghaziabad, Noida, Faridabad & Gurgaon) | nodal.ncr@airtel.in | 011- 41614777 | 011-41613579 | Bharti Airtel Ltd. 224, Okhla Phase 3 New Delhi - 110020 |
| PUNJAB | nodal.punjab@airtel.in | 0172-4600765 | 0172-4600660 | Plot no. 159, Industrial Area, Phase-1, Chandigarh 160002 |
| HARYANA (except Faridabad & Gurgaon) | nodal.haryana@airtel.in | 0180-4035835 | 0180-4042855 | SCO 30, Sec 25, Transport Nagar, Near Malik Petrol Pump, Panipat 132103 |
| KOLKATA | nodal.kolkata@airtel.in | 033-40016725 | 033-40016555 | DN-1, Sector – V, Salt Lake City, Eternity Building, Kolkata - 700091 |

| | | | | |
|----------------------------|--|---------------|--------------|--|
| UTTAR PRADESH(EAST) | nodal.upeast@airtel.in | 0522-4007499 | 0522-4020202 | 7th Floor, Commerce House, Habibullah Estate, 11 MG Marg, Hazrat Ganj, Lucknow 226001 |
| UTTAR PRADESH(WEST) | nodal.upwest@airtel.in | 0121-4007499 | 0121-4010070 | C-31 Ganga Nagar Divider Road Meerut 250001 |
| RAJASTHAN | nodal.rajasthan@airtel.in | 0141-4037338 | 0141-4027777 | SB-115A, opp. APEX MALL, TONK ROAD , JAIPUR-302015 |
| MUMBAI | nodal.west@airtel.in | 022- 40030142 | 022-40034003 | Bharti Airtel Limited, Interface, Bldg No-7, 5th Floor, Link Road, Near Goregaon Sport Club, Malad-West, Mumbai-400064. |
| MAHARASHTRA | nodal.west@airtel.in | 020-40031234 | 020-40038899 | Bharti Airtel Limited, 4th Floor, Vega Center, D'Block, Shankersheth Road, Near Swargate, Pune - 411037. |
| GUJARAT | nodal.west@airtel.in | 079-40020142 | 079-40024003 | Zodiac Square,4th Flr, Near Gurudwara,Above Vishal Mega Mart,Thaltej,Ahmedabad-380054. |
| MADHYA PRADESH | nodal.central@airtel.in | 0755-4200460 | 0755-4223231 | Bharti Airtel Limited, 01 Malviya Nagar, Nr Raj Bhavan, Bhopal 462003 |
| KARNATAKA | nodal.southabts@airtel.in | 080-41115338 | 080-41112348 | Bharti Airtel Ltd. Maruthi Infotech Centre, 11/1 & 12/1 , 1st Floor, Block A West Wing, Koramangala Inner Ring Road, Amarjyothi Layout, Bangalore - 560071 |
| ANDHRA PRADESH | nodal.southabts@airtel.in | 040-40000294 | 040-40000888 | Bharti Airtel Ltd., 6-3-1192/1,8th Floor,Block 3 White House, Kundan Bagh, Begumpet, Hyderabadh -500 016 |
| TAMIL NADU | nodal.southabts@airtel.in | 044-42100356 | 044-42102356 | 101, Oceanic Towers, 5th Floor, Santhome High Road, Chennai-600028 |
| KERALA | nodal.southabts@airtel.in | 0484-4010086 | 0484-4010986 | Airtel House, 28/243, Near Malayala Manorama, Panampilli Nagar, Cochin - 682036 |

Annexure 2: Appellate Authority

| Circle | Appellate Authority Email ID | Appellate Authority Number | Appellate Fax number | Appellate Address |
|---|--|----------------------------|----------------------|---|
| NCR (including Ghaziabad, Noida, Faridabad & Gurgaon) | appellate.ncr@airtel.in | 011-41614690 | 011-41613579 | Bharti Airtel Ltd. 224, Okhla Phase 3 New Delhi - 110020 |
| PUNJAB | appellate.punjab@airtel.in | 0172-4600150 | 0172-4600660 | Plot no. 159, Industrial Area, Phase-1, Chandigarh 160002 |
| HARYANA (except Faridabad & Gurgaon) | appellate.haryana@airtel.in | 0180-4600150 | 0180-4042855 | SCO 30, Sec 25, Transport Nagar, Near Malik Petrol Pump, Panipat 132103 |
| UTTAR PRADESH(EAST) | appellate.upeast@airtel.in | 0522-4600150 | 0522-4020202 | 7th Floor, Commerce House, Habibullah Estate, 11 MG Marg, Hazrat Ganj, Lucknow 226001 |
| UTTAR PRADESH(WEST) | appellate.upwest@airtel.in | 0121-4600150 | 0121-4010070 | C-31 Ganga Nagar Divider Road Meerut 250001 |
| RAJASTHAN | appellate.rajasthan@airtel.in | 0141-4034338 | 0141-4027777 | SB-115A, opp. APEX MALL, TONK ROAD , JAIPUR- 302015 |
| KOLKATA | appellate.kolkata@airtel.in | 033-40016676 | 033-40016555 | DN-1, Sector – V, Salt Lake City, Eternity Building, Kolkata - 700091 |
| MUMBAI | appellate.west@airtel.in | 022-40030143 | 022-40034003 | Bharti Airtel Limited, Interface, Bldg No-7, 5th Floor, Link Road, Near Goregaon Sport Club, Malad-West, Mumbai- 400064. |
| MAHARASHTRA | appellate.west@airtel.in | 020-40031233 | 020-40038899 | Bharti Airtel Limited, 4th Floor, Vega Center, D'Block, Shankersheth Road, Near Swargate, Pune - 411037 |
| GUJARAT | appellate.west@airtel.in | 079-40020143 | 079-40024003 | Zodiac Square,4th Flr, Near Gurudwara,Above Vishal Mega Mart,Thaltej,Ahmedabad- 380054 |
| MADHYA PRADESH | appellate.central@airtel.in | 0755-4221100 | 0755-4223223 | Bharti Airtel Limited, 01 Malviya Nagar, Nr Raj Bhavan, Bhopal-462003 |
| KARNATAKA | appellate.southabts@airtel.in | 080-41115201 | 080-41112349 | Bharti Airtel Ltd. Maruthi Infotech Centre, 11/1 & 12/1 , 1st Floor, Block A West Wing Koramangala, Inner Ring Road, Amarjyothi Layout Bangalore - 560071 |
| ANDHRA PRADESH | appellate.southabts@airtel.in | 040-40000222 | 040-40033222 | Bharti Airtel Ltd., 6-3- 1192/1,8th Floor,Block 3 White House, Kundan Bagh, Begumpet, Hyderabad -500 016 |

| | | | | |
|-------------------|--|--------------|---------------|---|
| TAMIL NADU | appellate.southabts@airtel.in | 044-42039583 | 044-042102583 | 101, Oceanic Towers, 5th Floor, Santhome High Road, Chennai-600028 |
| KERALA | appellate.southabts@airtel.in | 0484-4015201 | 0484-4015202 | Airtel House, 28/243, Near Malayala Manorama, Panampilli Nagar, Cochin - 682036 |