

## CUSTOMER APPLICATION FORM

Affix  
photograph  
of  
Authorized Signatory

CAF No. \_\_\_\_\_  
City : \_\_\_\_\_ Date: \_\_\_\_\_

Channel Partner  Yes  No  
If Yes, Name: \_\_\_\_\_

Segment:  SME / Enterprise  ISP  BPO / Call Centre  Individuals  Others  
Existing customer:  Yes  No. If Yes the Customer Id: \_\_\_\_\_  
Type of order:  New order  Upgrade  Downgrade  Demo

Company Details : \_\_\_\_\_  
Customer Details: \_\_\_\_\_  
Father / Husband Name (First Name) \_\_\_\_\_ (Middle Name) \_\_\_\_\_ (Last Name) Nationality \_\_\_\_\_  
Address : \_\_\_\_\_  
Ph. No. : \_\_\_\_\_ Mobile No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Email ID: \_\_\_\_\_  
Authorized Signatory Name : \_\_\_\_\_ Designation : \_\_\_\_\_  
 Tick if the Billing and Installation address is same as above

Billing Address : \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Ph.No. (First Name) \_\_\_\_\_ Fax No. (Middle Name) \_\_\_\_\_ PAN No. \_\_\_\_\_ TAN No. (Last Name) \_\_\_\_\_  
Email ID: \_\_\_\_\_  
Attach copy of PAN Card. If not available for company, please provide for the individual Authorized Signatory

Installation Address: \_\_\_\_\_  
Technical contact: \_\_\_\_\_  
(First Name) \_\_\_\_\_ (Middle Name) \_\_\_\_\_ (Last Name)  
Ph.No. \_\_\_\_\_ Fax No. \_\_\_\_\_ Mobile No.: \_\_\_\_\_ Email ID \_\_\_\_\_

Required Services:  ILL  IP / VPN  NPLC  IPLC  VOIP  Web Hosting  
 Server Co-Location  Others \_\_\_\_\_

Reason for the connection : \_\_\_\_\_

Documents Submitted  
Corporate :  
Mandatory :  Certificate of Incorporation / Partnership Deed  Registrar of Firms Certificate  PAN Card  
 Network Diagram  List of Board of Directors / List of Partners  Authorized Signatory Proof (Notarized copy)  
Additional :  ISP License  ITSP License  OSP License  Voice Usage Undertaking  Additional IP's Undertaking  
Individual / Authorised Signatory : (Any One)  
Mandatory :  PAN Card  Photo Credit Card  Photo Identity Card  Passport  Arms License  Driving License

Local Reference for Outstation Customers :  
Reference 1 : (First Name) \_\_\_\_\_ (Middle Name) \_\_\_\_\_ (Last Name)  
Ph.No. \_\_\_\_\_ Fax No. \_\_\_\_\_ Mobile No.: \_\_\_\_\_ Email ID \_\_\_\_\_  
Reference 2 : (First Name) \_\_\_\_\_ (Middle Name) \_\_\_\_\_ (Last Name)  
Ph.No. \_\_\_\_\_ Fax No. \_\_\_\_\_ Mobile No.: \_\_\_\_\_ Email ID \_\_\_\_\_

Lastmile organized  ABS  BSO  Customer  
(Tick whichever applicable)  
If Lastmile service provided by ABS lastmile type:  WiMAX  P2P Radio  Wired  Others \_\_\_\_\_  
If Lastmile provided by BSO: BSO Name: \_\_\_\_\_ Demand Note / Quote received  Yes  No  
Attach copy if Yes.



<b>VOICE OVER INTERNET PROTOCOL (VOIP)</b>	<b>Usage Per Month ( In Minutes )</b> _____	<b>No. of Seats</b> : _____
<b>Service offered :</b> <input type="checkbox"/> VOIP <input type="checkbox"/> Combo <input type="checkbox"/> Managed Voip	<b>Pulse :</b> _____	<b>No of IP's Requested:</b> _____
<b>*Country</b>	<b>Rate / Min (Landline) in Rs.</b>	<b>Rate / Min (Mobile) in Rs.</b>
USA		
UK		
CANADA		
AUSTRALIA		
SINGAPORE		
* For more countries please fill the Annexure		

<b>Server Co-Location</b> <b>Type of Power</b> <input type="checkbox"/> AC <input type="checkbox"/> DC <b>Billing Cycle :</b> _____ <b>No. of IP's</b> _____ <b>Rack Space :</b> _____ <b>U Charges Rs.</b> _____ <b>Traffic Type</b> <input type="checkbox"/> Internet <input type="checkbox"/> Intranet <b>Data Transfer / p.m.</b> _____ <b>GB</b> <b>Charges Rs.</b> _____ <b>Value Added Services</b> <input type="checkbox"/> Anti Virus <input type="checkbox"/> Firewall <input type="checkbox"/> Data Backup <input type="checkbox"/> Premium Support <input type="checkbox"/> Others _____ <b>Charges Rs.</b> _____ <b>Total Charges:</b> _____	<b>Web Hosting</b> <b>Required Storage space :</b> _____ <b>Required Data Transfer/month:</b> _____ <b>Details of OS Opted</b> <input type="checkbox"/> Solaris <input type="checkbox"/> Windows <input type="checkbox"/> Others _____ <b>Database required :</b> _____ <b>Domain Name Registration :</b> _____ <b>Billing Cycle :</b> _____ <b>Total Charges:</b> _____
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**Payment Details** **Amount :** \_\_\_\_\_ **Amount (in words)** \_\_\_\_\_

**Mode (Cheque / DD No. \_\_\_\_\_ Date \_\_\_\_\_ Bank and Branch \_\_\_\_\_**  
**(All Cheques / Dds should be drawn in favour of "Dishnet Wireless Limited")**

**Service Terms and Conditions**

1. I / We have read, understood and agree to comply with and be legally bound by the Online Customer Service Terms & Conditions (CSA) in the website [www.aircelbusinessolutions.com](http://www.aircelbusinessolutions.com) for the services provided by Dishnet Wireless Ltd.(Aircel).
2. I / We further agree that by signing this Customer Activation Form (CAF) which forms part and parcel of the said Online CSA, I / We shall undertake to comply with the CSA as I / We would have physically signed the CSA on paper.
3. I / We hereby declare that I / we will not be using the services for any illegal call routing and I / we will abide by all applicable Indian laws, rules, regulations and directions of the statutory and governmental authorities including DoT/TRAI & Aircel
4. \*Taxes extra wherever applicable. The payment terms will be based on the billing cycle and "All payments will be made in advance". Delivery terms: \_\_\_\_\_ weeks from the date of filling the CAF.
5. This Agreement shall be deemed to have commenced on the date upon which DWL accepts the application and the duly filled in Customer Application Form along with all documents as requested in writing and shall continue in force for the Initial Term and shall continue automatically for additional successive terms equal to the Initial Term ("Renewal Term") unless and until - terminated in accordance with Clause 10 of the online CSA.
6. Individuals / Groups / Organizations are permitted to use as customer encryption up to 40 bit key length in the RSA Algorithm or its equivalent in other algorithms without having to obtain permission. However, if encryption equipments higher than this limit are to be deployed, Individuals, / groups / Organizations shall do so with the permission of the Telecom Authority and deposit the decryption key, split into two pairs with the Telecom Authority.
7. WIMAX services offered by DWL uses spectrum allocated by DOT/WPC. DWL will not be liable for discontinuation of services in case of change in policy by regulatory departments such as DOT/WPC with respect to spectrum.
8. I / We hereby state that wireless network in my / our premises is/are not an open network. I/We further state that the said network cannot be accessed without my authentication code. I / We undertake complete responsibility and liability of the users accessing my/ our wireless network and at any point of time DWL will not be liable, in the event of any misuse or illegal use of my / our wireless network. At our / my option, we have a LAN / Wi-Fi services in my/our premises, over which DWL has no control.

For and behalf of the applicant

Signature of the Customer : \_\_\_\_\_

Name of the Authorised Signatory : \_\_\_\_\_

Place : \_\_\_\_\_ Date : \_\_\_\_\_

Seal of Company

Signature of the ABS Executive : \_\_\_\_\_

Name of the ABS Executive : \_\_\_\_\_



## Aircel Business Solutions

(Division of Dishnet Wireless Limited)

**Joint Corp. Office:** 2nd Floor, Cyber City Infinity Tower, Building No.10A,  
DLF Phase II, Gurgaon - 122 002 Ph: +91-124-476 5000, Fax: +91-124-4290524

**Regd. Office:** 5th Floor, Spencer Plaza, No.769, Anna Salai,  
Chennai - 600 002 Ph: +91-44-2849 0849, Fax: +91-44-2849 6769



**Regional Offices:**

**Ahmedabad:** B-1005, 10th Floor, Namarayan Complex, Opp Ganesh Plaza, Near Navrangpura Bus Stand, Navrangpura, Ahmedabad - 380009.  
Ph: +91-79-65132300/01. Email: customersupportahm@aircel.co.in Fax : +91-79-4007-5340.

**Bangalore:** No.48, Royale Manor, 2ndFloor, St. Johns Road, Bangalore - 560 042. Ph: +91-80-65371567/68/69, Fax:+91-80-2554 8513  
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**Chennai :** 4th Floor, Spencer Plaza, No.769, Anna Salai, Chennai - 600 002. Ph: +91-044-42280000. Fax No. : +91-44-42280123  
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Fax : +91-422-4270170. Email: customersupportcbe@aircel.co.in

**Cochin:** 32/2484-B2,B3,B4,SL Plaza, Palarivattom, Cochin - 682 025.Ph: +91-484-4055240, +91-484-4055040. Fax : +91-484-4055040.  
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Fax : +91-11-26132019. Email: customersupportdel@aircel.co.in

**Hyderabad:** No.8-2-681/3A & 8-2- 681/3, Lakshmi Cyber Centre, Road No.12, Banjara Hills, Hyderabad - 500 034.Ph: +91-40-66468984, +91-40-66469181.  
Fax : +91-40-66468285. Email: customersupporthyd@aircel.co.in

**Kolkata:** Benfish Bhavan, No. 31, GN Block, 5th Floor, Sector V, Salt Lake, Kolkata - 700 091.Ph: +91-33-65000141, +91-33-65000142 / 143 / 144.  
Email: customersupportkol@aircel.co.in

**Mumbai:** Opus Centre, Road No. 47, Opp. Tunga Paradise, MIDC, Andheri (East), Mumbai - 400 093, Ph: +91-22-42606241 / 42,  
Fax: +91-22- 42606237/42606070, Email: customersupportmum@aircel.co.in

**Pune:** 4th Floor, 5th Avenue, Next to Regency Hotel, Dhole Patil Road, Pune - 411 001 .Ph: +91-20-6603 3590, +91-20-6603 3592. Fax : +91-20-66091155.  
Email: customersupportpun@aircel.co.in

# Installation Report



WiMAX   
  P2P Radio   
  Wired

Customer Name		Installation Report No.	
		Installation Start Date	
		Installation Completed Date	
		Switch Date	
Contact Person E-mail ID	Customer Phone No.		
Customer Installation Address		Building Height / Storey	
		GPS Readings	
		RF / Bandwidth Details	
		Pole / Tripod / Mast Height	
		Pole / Tripod / Mast Location	
		BTS Antenna Azimuth	
		CPE / Radio Make	
		CPE Azimuth	
		Frequency Used / SSID	
Antenna Type & Gain			
Area	RG6 / STP Cable length		
Pincode:	City	Distance from BTS	
CPE / IDU MAC Address		CPE / POE Serial No.	
ODU SL. No.		CPE Config File <small>(Applicable for Aperto)</small>	
Connected to BTS ID / Sector		MGMT / Customer VLAN ID	
BTS End Radio IP :		Customer End Radio IP :	
Interface Details : <input type="checkbox"/> V.35 <input type="checkbox"/> G.703 <input type="checkbox"/> Ethernet <input type="checkbox"/> Others			
CUSTOMER IP DETAILS (Demo)			
IP Address Range		DWL Engineer Name	Authorised Signatory
Subnet Mask			
Default Gateway		Signature:	Signature with seal:
DWL DNS IP	202.148.202.3, 202.148.202.4		
Bandwidth Provisioned / Type		Date	Date
CUSTOMER IP DETAILS (Permanent)			
IP Address Range		DWL Engineer Name	Authorised Signatory
Subnet Mask			
Default Gateway		Signature :	Signature with seal
DWL DNS IP	202.148.202.3, 202.148.202.4		
Bandwidth Provisioned / Type		Date	Date
Customer Remarks:			



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