

TERMS & CONDITIONS

1. LEGAL NOTICE

Welcome to the website and online services of **Paramount Infinet Pvt. Ltd.** (“Paramount Infinet”, “Company”, “we”, “us” or “our”).

Please read these Terms & Conditions (“Terms”) carefully before accessing or using our website, online platforms, Internet services, broadband services, FTTH services, Wi-Fi services, leased-line services, event bandwidth services, SME/corporate bandwidth services, cable TV services, OTT-related services, payment facilities, customer portals or any other services provided by Paramount Infinet.

By accessing, browsing, registering on, making a payment through, or using our website or services, you acknowledge that you have read, understood and agreed to these Terms.

If you do not agree with any part of these Terms, please do not use the website or our services.

These Terms should be read together with any applicable service-specific terms, plan details, application forms, service agreements, invoices, fair usage policies, privacy policy, acceptable use policies and other notices issued by Paramount Infinet from time to time.

2. ABOUT PARAMOUNT INFINET

Paramount Infinet Pvt. Ltd. is an Internet Service Provider operating in India and states on its website that it is licensed by the Department of Telecommunications (“DoT”).

Paramount Infinet provides various connectivity and related services, which may include:

- Fibre-to-Home (FTTH) Internet Services
- Wi-Fi / Internet Services
- Corporate Leased Line Services
- SME / Business Bandwidth Services
- Corporate Bandwidth Services
- Event Bandwidth Services
- Cable TV Services
- OTT and related entertainment services
- Internet and intranet connectivity solutions
- Technical support and network-related services
- Other telecommunications, connectivity or digital services introduced from time to time

The availability of any particular service, technology, speed, plan, location or feature is subject to technical feasibility, network availability, commercial terms, applicable regulations and the relevant service agreement.

3. ACCEPTANCE OF TERMS

By subscribing to or using any Paramount Infinet service, you agree:

1. To comply with these Terms.
2. To comply with applicable laws and regulations of India.
3. To provide accurate, complete and current information.
4. To use the services only for lawful purposes.
5. To comply with any additional terms applicable to your selected plan or service.
6. To be responsible for activities performed through your account, connection, credentials or equipment, subject to applicable law.

If you are accepting these Terms on behalf of a company, organisation or other legal entity, you represent that you have the authority to bind that entity to these Terms.

4. REGISTRATION AND CUSTOMER INFORMATION

Where registration or account creation is required, customers shall provide accurate and complete information requested by Paramount Infinet.

The information may include, where applicable:

- Customer name
- Residential or business address
- Mobile number
- Email address
- Identity and address documentation
- Organisation/company information
- Billing information
- Service installation details
- Other information required for service activation, regulatory compliance or customer support

Customers must promptly notify Paramount Infinet if any material information provided by them changes.

Paramount Infinet may verify customer information and may refuse, suspend or terminate a service request where information is materially inaccurate, incomplete, fraudulent or cannot be verified, subject to applicable law and regulatory requirements.

5. SERVICES AND SERVICE AVAILABILITY

Paramount Infinet will provide the subscribed services according to the applicable plan, service order, quotation, application form, service agreement or other commercial arrangement applicable to the customer.

Services may be subject to:

- Technical feasibility
- Network availability
- Infrastructure availability
- Local permissions
- Equipment availability
- Maintenance requirements
- Third-party dependencies
- Regulatory requirements
- Customer premises conditions
- Commercial terms and payment status

Internet speeds, bandwidth, latency and service performance may vary depending on network conditions, customer equipment, Wi-Fi environment, local infrastructure, websites or servers accessed, traffic conditions and other factors beyond the Company's reasonable control.

6. CUSTOMER RESPONSIBILITIES

The customer agrees to:

1. Use the services only for lawful purposes.
2. Provide accurate information and documents.
3. Keep account credentials and passwords confidential.
4. Maintain appropriate security for devices connected to the service.
5. Prevent unauthorised persons from misusing the customer's account or connection.
6. Comply with applicable laws, regulations and governmental directions.
7. Pay all applicable charges within the prescribed time.
8. Provide reasonable access to the premises when installation, inspection, repair or maintenance is required.
9. Use Company-provided equipment only in accordance with instructions.
10. Not interfere with or damage Paramount Infinet's network, equipment, cables or infrastructure.
11. Immediately notify Paramount Infinet of suspected unauthorised access, misuse or security incidents.

The customer shall remain responsible for activities conducted through the customer's connection or account, except to the extent otherwise required by applicable law.

7. PROHIBITED USE

The customer shall not use Paramount Infinet's website, network or services to:

1. Conduct or facilitate any unlawful activity.
2. Hack, attack, scan, disrupt or attempt unauthorised access to any computer, network, server or system.
3. Distribute viruses, worms, Trojan horses, ransomware, spyware or other malicious software.
4. Conduct denial-of-service or similar attacks.
5. Attempt to bypass, disable or interfere with network security mechanisms.
6. Interfere with the network or services provided to other customers.
7. Send spam, fraudulent communications or malicious messages.

8. INTERNET TELEPHONY AND TELECOMMUNICATION SERVICES

Any Internet Telephony, voice, communication or related service provided through Paramount Infinet shall be used strictly in accordance with applicable Indian telecommunications laws, regulations, licence conditions, DoT requirements and other applicable governmental directions.

Customers shall not use the service for any prohibited telecommunications activity.

Paramount Infinet may restrict, suspend or discontinue any telecommunications feature where required by applicable law, regulatory direction, licence conditions, technical requirements or security considerations.

Customers are solely responsible for ensuring that their use of any third-party voice, calling, communication or similar application is lawful.

9. NETWORK SECURITY AND RESPONSIBLE USE

Customers must take reasonable measures to protect their devices, networks, passwords and connected systems.

Customers shall not:

- Attempt unauthorised access to Paramount Infinet's systems.
- Attempt to access another customer's account.
- Intercept or manipulate communications without lawful authority.
- Circumvent security controls.
- Conduct network attacks.
- Use compromised devices to attack third parties.
- Intentionally introduce malicious traffic into the network.

Paramount Infinet may investigate security incidents and may take reasonable protective measures to protect its network, customers and infrastructure.

Where required by law, Paramount Infinet may cooperate with competent governmental, law-enforcement or regulatory authorities.

10. PAYMENT, BILLING AND TAXES

Customers agree to pay all applicable:

- Installation charges
- Subscription charges
- Monthly or periodic service charges
- Equipment charges
- Upgrade/downgrade charges
- Additional usage charges, where applicable
- Taxes and statutory charges
- Other charges expressly communicated as applicable to the selected service

Customers shall provide accurate billing and payment information.

All charges shall be payable according to the applicable invoice, plan, service agreement or payment schedule.

The customer is responsible for applicable taxes or statutory payments imposed on the customer under applicable law.

Paramount Infinet may restrict or suspend services for non-payment, subject to applicable contractual and regulatory requirements.

11. ONLINE PAYMENTS

Where online payment facilities are provided, customers may be required to provide information necessary to complete a transaction.

Customers agree that:

1. Payment information supplied by them shall be accurate.
2. They shall use only payment methods they are authorised to use.
3. They shall verify the account/customer details before making payment.
4. Paramount Infinet shall not be responsible for incorrect information entered by the customer.
5. Payment processing may involve third-party payment gateways or financial institutions.
6. A payment transaction may be subject to the terms and conditions of the relevant payment provider.

If an amount is debited from a customer's account but the corresponding service/recharge/payment is not successfully credited, the customer should contact Paramount Infinet with the relevant transaction details.

Refunds, reversals and failed transactions will be handled according to the applicable payment, service and refund policy and applicable law.

12. INSTALLATION AND CUSTOMER PREMISES

Installation of services is subject to technical feasibility and availability.

The customer shall:

- Provide safe and reasonable access to the premises.
- Obtain necessary permission from the property owner, society, building management or other authority where required.
- Provide suitable electrical power and physical conditions where required.
- Not interfere with installed equipment or cabling.
- Inform Paramount Infinet before relocating or modifying installed equipment.

Additional installation, relocation, repair or infrastructure charges may apply where specified in the applicable plan or commercial agreement.

13. EQUIPMENT, ROUTERS AND OTHER DEVICES

Where Paramount Infinet provides or installs routers, ONTs, modems, set-top boxes, cables, optical equipment or other devices, the ownership and usage rights shall be determined by the applicable service agreement, invoice or equipment terms.

Customers shall not:

- Tamper with Company equipment.
- Open or modify equipment without authorisation.
- Remove Company equipment without permission.
- Use equipment for unauthorised purposes.
- Damage or deliberately misuse Company equipment.

Where equipment is provided on a loan, rental or returnable basis, the customer may be required to return it upon service termination or whenever requested in accordance with the applicable agreement.

Charges may apply for loss or damage where permitted by the applicable agreement and law.

14. SERVICE INTERRUPTIONS AND MAINTENANCE

Paramount Infinet aims to provide reliable and continuous services but does not guarantee that services will always be uninterrupted or error-free.

Service interruptions may occur because of:

- Planned maintenance
- Emergency maintenance
- Network upgrades
- Equipment failure
- Fibre/cable damage
- Power failures
- Third-party network failures
- Natural disasters
- Weather conditions
- Government or regulatory directions
- Security incidents
- Acts beyond the Company's reasonable control
- Customer premises or equipment issues

Where reasonably practicable, Paramount Infinet may provide notice of planned maintenance.

Emergency maintenance may be carried out without advance notice where necessary to protect the network or restore services.

15. SERVICE SPEED AND PERFORMANCE

Advertised service speeds and bandwidth specifications are subject to the applicable plan and technical conditions.

Actual performance may be affected by:

- Wired or wireless connection
- Customer router/device capabilities
- Wi-Fi interference
- Number of connected devices
- Internet congestion
- Destination server capacity
- Third-party networks
- Local infrastructure
- Network conditions
- Application or website limitations

A customer's experience may therefore differ from the maximum advertised speed under particular circumstances.

16. CABLE TV AND OTT SERVICES

Where Cable TV, OTT or entertainment services are offered, availability may depend on:

- Applicable subscription/package
- Content-provider rights
- Third-party platform availability
- Geographic restrictions
- Licensing arrangements
- Customer equipment
- Service provider policies

Paramount Infinet does not guarantee the uninterrupted availability of third-party content, applications or platforms.

Third-party OTT platforms may have separate terms, privacy policies and subscription conditions that customers must comply with.

17. EVENT BANDWIDTH SERVICES

Event Bandwidth services may be subject to separate commercial and technical arrangements.

The customer/event organiser shall provide adequate information concerning:

- Event location

- Date and duration
- Expected number of users
- Required bandwidth
- Network requirements
- Installation requirements
- Access requirements

The availability and performance of event connectivity may be affected by venue infrastructure, wireless congestion, physical obstructions, power availability and other circumstances beyond the Company's reasonable control.

18. CORPORATE AND LEASED-LINE SERVICES

Corporate Leased Line, SME, Business and Corporate Bandwidth services may be governed by a separate service agreement, quotation, SLA or order form.

Where a separate agreement or SLA exists, the terms of that agreement shall apply to the relevant service to the extent of any inconsistency.

The customer shall not use a corporate or leased-line connection for activities prohibited by law or these Terms.

19. CUSTOMER ACCOUNT SECURITY

Customers are responsible for maintaining the confidentiality of account credentials, passwords and other authentication information.

Customers shall immediately notify Paramount Infinet if they suspect:

- Unauthorised access
- Password compromise
- Account misuse
- Identity theft
- Unauthorised payment activity

Paramount Infinet may take reasonable steps to secure an account or connection following a suspected security incident.

20. MONITORING AND COMPLIANCE

Paramount Infinet may monitor or investigate network activity to the extent permitted or required by applicable law and for legitimate purposes including:

- Network security
- Service protection
- Fraud prevention
- Abuse prevention
- Regulatory compliance
- Troubleshooting
- Enforcement of these Terms

Paramount Infinet may cooperate with competent authorities where legally required or permitted.

Nothing in these Terms prevents Paramount Infinet from complying with lawful orders, regulatory requirements, governmental directions or requests from competent authorities.

22. WEBSITE USE

Customers shall not:

1. Hack the website.
2. Introduce malicious software.
3. Attempt unauthorised access.
4. Interfere with website operation.
5. Use automated tools to abuse or disrupt the website.
6. Scrape or data-mine website content in a manner prohibited by law or without required permission.
7. Misrepresent their identity or affiliation.
8. Violate any applicable law.

Paramount Infinet may suspend or restrict access to the website where necessary to protect the website, network, users or Company systems.

23. THIRD-PARTY WEBSITES AND SERVICES

The website or services may contain links to third-party websites, applications, payment gateways or services.

Paramount Infinet does not control third-party websites or services and is not responsible for their:

- Content
- Availability
- Privacy practices
- Security
- Terms
- Products or services

Customers should review the applicable terms and privacy policies of third parties before using their services.

24. PRIVACY AND PERSONAL INFORMATION

Paramount Infinet may collect and process customer information for legitimate business, service delivery, billing, customer support, security, regulatory and legal purposes.

Personal information will be handled in accordance with Paramount Infinet's applicable Privacy Policy and applicable Indian law.

Customers should review the Company's Privacy Policy for further information regarding the collection, use, storage, disclosure and protection of personal information.

Paramount Infinet may disclose information where required or permitted by applicable law, regulation, legal process or lawful governmental request.

25. USER CONTENT AND SUBMISSIONS

Where the website allows users to submit reviews, comments, feedback, complaints or other content, the user shall ensure that the submission:

- Is accurate to the best of their knowledge.
- Does not violate any law.
- Does not infringe third-party rights.
- Does not contain malicious software.
- Does not contain confidential information belonging to another person or organisation.
- Is not fraudulent, defamatory, threatening, obscene or otherwise unlawful.

Paramount Infinet may remove or restrict content that violates these Terms or applicable law.

26. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Paramount Infinet shall not be liable for indirect, incidental, special, consequential or punitive damages, or for loss of profits, revenue, goodwill, business opportunity, data or other intangible losses arising from or relating to the use or inability to use the website or services.

Paramount Infinet shall not be responsible for service disruption, loss or damage caused by circumstances beyond its reasonable control, including third-party network failures, power failures, natural events, governmental actions, regulatory restrictions, cyber incidents, infrastructure damage or customer equipment issues.

Nothing in these Terms is intended to exclude or limit any liability that cannot lawfully be excluded or limited under applicable law.

Where a separate service agreement or SLA applies, the liability provisions contained in that agreement shall also apply.

27. INDEMNIFICATION

To the extent permitted by applicable law, the customer agrees to indemnify and hold harmless Paramount Infinet Pvt. Ltd., its directors, employees, officers, agents, affiliates, service providers and authorised representatives against claims, losses, damages, liabilities, costs and reasonable legal expenses arising from:

1. The customer's breach of these Terms.
2. Unlawful use of the services.
3. Violation of applicable law.
4. Infringement of third-party rights.
5. Misuse of the customer's account or credentials.
6. Damage caused to Company equipment or infrastructure due to the customer's intentional or negligent conduct.

This provision shall not apply to the extent that a claim results from Paramount Infinet's own liability that cannot legally be transferred to the customer.

28. SUSPENSION AND TERMINATION

Paramount Infinet may suspend, restrict or terminate services in accordance with the applicable service agreement and law where:

- Charges remain unpaid.
- The customer materially breaches these Terms.
- The service is used for unlawful purposes.
- The customer's activities threaten network security.
- The customer causes material disruption to the network.
- Required by a competent authority.
- Required for regulatory or legal compliance.
- Continued provision of the service is technically or legally impossible.
- The customer provides materially false or fraudulent information.

Where practicable and where required by applicable law or contract, Paramount Infinet may provide notice or an opportunity to rectify the issue before suspension or termination.

Upon termination, customers shall pay all outstanding amounts and return Company-owned equipment where applicable.

29. REFUNDS, CANCELLATIONS AND CREDITS

Refunds, cancellations, service credits and adjustments shall be governed by the applicable service plan, quotation, service agreement, payment terms or refund policy.

Customers should contact Paramount Infinet promptly if:

- A payment is deducted but the service/recharge is not credited.
- A duplicate payment is made.
- A billing error is identified.
- A refund issue occurs.

Refunds, where applicable, may be subject to verification and payment-provider processing times.

Nothing in this section limits any mandatory refund or consumer rights available under applicable law.

30. CHANGES TO SERVICES

Paramount Infinet may modify, upgrade, replace, suspend or discontinue services, plans, technologies, features or website content where reasonably necessary.

Changes may be required because of:

- Technology upgrades

- Network expansion
- Commercial considerations
- Third-party changes
- Regulatory requirements
- Government directions
- Security requirements
- Operational requirements

Where a change materially affects an existing contractual service, the applicable service agreement and applicable law shall govern the customer's rights.

31. CHANGES TO THESE TERMS

Paramount Infinet may revise these Terms from time to time.

The updated Terms may be published on the Company's website with an updated effective or revision date.

Where required by applicable law or contract, Paramount Infinet may provide appropriate notice of material changes.

Continued use of the website or services after the effective date of revised Terms may constitute acceptance of the revised Terms, to the extent permitted by applicable law.

Customers should periodically review the latest version of these Terms.

32. FORCE MAJEURE

Paramount Infinet shall not be liable for failure or delay in performing its obligations where such failure or delay results from circumstances beyond its reasonable control, including but not limited to:

- Natural disasters
- Floods
- Earthquakes
- Storms
- Fire
- War
- Riots
- Civil disturbances
- Government actions
- Regulatory restrictions
- Strikes or labour disruptions
- Power failures

- Fibre cuts
- Network failures
- Cybersecurity incidents
- Third-party infrastructure failures
- Telecommunications outages
- Other events beyond reasonable control

Paramount Infinet will use reasonable efforts to restore affected services when practicable.

33. COMPLAINTS AND CUSTOMER SUPPORT

Customers may contact Paramount Infinet for service-related queries, technical support, billing matters or complaints through the Company's available customer-support channels.

Paramount Infinet Pvt. Ltd.

Customer Service Point:

**B-42/2113, Anand Co-op Housing Society,
Western Express Highway, Bandra East,
Mumbai – 400051, Maharashtra, India**

Telephone: +91 7947184121

Email: marketing@paramountinfinet.com

Website: www.paramountinfinet.com

The Company may update its contact details and customer-support mechanisms from time to time.

34. GOVERNING LAW

These Terms shall be governed by and interpreted in accordance with the laws applicable in India.

Nothing in these Terms shall prevent Paramount Infinet or a customer from exercising any statutory right or remedy available under applicable Indian law.

35. JURISDICTION

Subject to applicable law and any mandatory jurisdiction applicable to a particular dispute, courts and competent authorities having jurisdiction in **Mumbai, Maharashtra, India** shall

have jurisdiction over disputes arising in connection with these Terms or the Company's website and services.

Where a separate service agreement, SLA or other written contract specifies a dispute-resolution mechanism or jurisdiction, that agreement shall apply to the extent legally valid.

36. SEVERABILITY

If any provision of these Terms is held by a competent court or authority to be invalid, unlawful or unenforceable, that provision shall be interpreted or modified to the minimum extent necessary to make it enforceable, where legally permissible.

If modification is not possible, the affected provision shall be severed and the remaining provisions shall continue in full force and effect.

37. NO WAIVER

Failure by Paramount Infinet to enforce any provision of these Terms shall not constitute a waiver of its right to enforce that provision or any other provision in the future.

Any waiver shall be effective only to the extent expressly provided.

38. ENTIRE AGREEMENT

These Terms, together with the applicable service agreement, order form, quotation, plan details, SLA, payment terms, privacy policy and other expressly applicable policies or documents, constitute the terms governing the customer's use of the relevant services.

Where there is a conflict between these Terms and a specific written service agreement, the specific service agreement shall prevail for that service to the extent of the conflict.

39. CUSTOMER ACKNOWLEDGEMENT

By accessing Paramount Infinet's website or subscribing to or using its services, the customer acknowledges that:

- They have read and understood these Terms.
 - They agree to comply with these Terms.
 - They will use the services lawfully and responsibly.
 - They will provide accurate information.
 - They will pay applicable charges.
 - They will comply with applicable laws and regulations.
 - They understand that specific services may be subject to additional terms and conditions.
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40. CONTACT INFORMATION

Paramount Infinet Pvt. Ltd.

Customer Service Point:

B-42/2113, Anand Co-op Housing Society,
Western Express Highway, Bandra East,
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