Telecom Consumers Charter

(Under Regulation17 of TCCR (Amendment Regulations) 2026

Asianet Satellite Communications Limited (ASCL)
Effective Date: 02.12.2026

Website: www.asianetbroadband.in

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1. Introduction

Asianet Satellite Communications Limited (ASCL) is committed to providing reliable, high-quality broadband internet services to its subscribers and ensuring transparency, accountability and customer satisfaction. This Consumer Charter outlines the company's commitments towards its broadband subscribers, the standards of service expected, consumer rights, complaint redressal procedures and escalation mechanisms.

The Charter has been prepared with reference to the applicable regulations, directions and orders issued by the Telecom Regulatory Authority of India (TRAI) and the Department of Telecommunications (DoT), Government of India, as amended from time to time.

2. Scope of Services

This Consumer Charter applies to broadband and Internet Services provided by Asianet Satellite Communications Limited (ASCL) to its residential, commercial and institutional subscribers under its applicable Internet Service Provider (ISP) authorisation/licence.

The Charter covers the following aspects of Asianet's Internet Services:

- Provision of wired and fibre-based broadband Internet connectivity.
- Subscription to broadband tariff plans, including unlimited and usage-based plans.
- Installation, activation, maintenance and restoration of broadband connections.
- Provision, installation and servicing of Customer Premises Equipment (CPE), including modems and Wi-Fi routers, wherever applicable.
- Billing, payment, disconnection and refund-related matters.
- Registration, handling and resolution of complaints, service requests and service queries.

The availability of services is subject to network coverage, technical feasibility, applicable tariff plans and the terms and conditions governing the subscribed Internet Service.

3. Consumer Rights

Asianet recognizes and respects the following rights of its subscribers:

3.1 Right to Information

Customers shall be provided with clear and accurate information regarding available broadband plans, tariffs, installation charges, applicable taxes, service conditions and other relevant details before subscribing.

3.2 Right to Choice

Customers shall have the freedom to select from the available broadband plans and services offered by the company.

3.3 Right to Quality Service

Customers are entitled to receive broadband services in accordance with the applicable Quality of Service (QoS) standards prescribed by TRAI.

3.4 Right to Transparent Billing

Customers shall receive accurate and transparent bills reflecting the applicable tariff, charges, taxes and other relevant details.

3.5 Right to Complaint Redressal

Customers have the right to register complaints relating to service disruption, billing, installation, technical issues and other service-related matters and obtain redressal within the applicable regulatory timelines.

3.6 Right to Privacy

Customer information shall be handled with due care and protected against unauthorized access or disclosure, subject to applicable laws and regulatory requirements.

3.7 Protection Against Unfair Practices

The company shall endeavour to ensure fair, transparent and ethical business practices in all customer interactions.

4. New Broadband Connection and Service Activation

Applications for new broadband connections may be submitted through authorized Asianet offices, sales channels or other approved customer acquisition channels. The Connection availability shall be subject to technical feasibility and network coverage. The Customers shall be informed about the applicable tariff plan, installation charges, security deposit, equipment charges and other conditions, wherever applicable.

Installation and activation shall be completed within the applicable TRAI-prescribed timelines.

Customers shall be provided with relevant information relating to their subscribed plan and service conditions.

5. Tariff and Billing

Asianet shall ensure transparency in tariff and billing practices. All applicable broadband tariff plans shall be published through authorized channels and the company website. The Customers shall be informed of the applicable recurring charges, installation charges, equipment rental, taxes and other applicable fees.

Bills shall contain relevant details of the services availed and charges payable.

The Customers may approach Customer Care for clarification or correction of billing discrepancies.

Any refund or adjustment, wherever applicable, shall be processed in accordance with the company's policy and applicable regulatory provisions.

Changes in tariff or service conditions shall be communicated in accordance with applicable TRAI requirements.

6. Quality of Service

Asianet is committed to maintaining the prescribed Quality of Service standards for broadband services. The company shall endeavour to:

- Maintain the reliability and availability of its broadband network.
- Provide the subscribed broadband speed in accordance with the applicable tariff plan and regulatory requirements.
- Attend to network faults and service disruptions promptly.
- Monitor network performance and undertake necessary corrective measures.
- Comply with the applicable QoS parameters and reporting requirements prescribed by TRAI.

The quality of broadband services shall be governed by The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024), together with applicable directions and instructions issued by TRAI, as amended from time to time.

7. Customer Support and Complaint Registration

Subscribers may contact Asianet Customer Care through the officially published telephone numbers, email addresses, website, mobile application and other available customer support channels.

Complaints and service requests may relate to:

- Non-availability or interruption of broadband services.
- Slow internet speed or connectivity issues.
- Installation and activation delays.
- Billing discrepancies and payment-related issues.
- Plan changes and other service requests.
- Disconnection and refund-related matters.
- Any other service-related grievances.

Every complaint shall be registered and assigned a unique docket/reference number, which shall be communicated to the subscriber.

The Complaint Centre shall operate round the clock (24×7), with human representative assistance available for a minimum of sixteen (16) hours daily. Automated systems and AI-based assistance may also be provided, with appropriate disclosure and human oversight.

Appropriate assistance, including designated desks or helplines and accessible digital interfaces, shall be provided to Persons with Disabilities (PwDs) in accordance with applicable regulatory requirements.

Subscribers shall receive regular updates regarding complaint status, expected resolution timelines and action taken through the prescribed communication channels until final resolution.

Upon resolution, subscribers shall be informed of complaint closure and provided with an opportunity to submit feedback through an online survey.

8. Complaint Redressal Mechanism

Asianet follows an appropriate grievance redressal mechanism to ensure that customer complaints are addressed in a transparent and time-bound manner.

Level 1 – Customer Care / Complaint Centre

The Customers are encouraged to initially contact the Customer Care Centre for registration and resolution of their complaints.

The Customer Care Centre shall:

- Register the complaint.
- Provide a unique complaint docket number.
- Forward the complaint to the concerned department for necessary action.
- Communicate the status and resolution to the customer.

Level 2 – Appellate Authority

In case the customer is not satisfied with the resolution provided by the Complaint Centre, or whose complaint remains unresolved within the applicable prescribed period, an appeal may be preferred before the designated Appellate Authority within fifteen (15) days of the complaint disposal.

The Appellate Authority shall examine the appeal independently and dispose of it within fifteen (15) days of receiving the appeal. The final decision and action taken shall be communicated to the consumer through SMS and email, and updated on the website/mobile application within three (3) days of disposal.

The procedure for filing an appeal, along with the relevant contact details, shall be published on the company's website.

9. Appellate Authority

Asianet shall maintain appropriate arrangements for the appointment and functioning of the Appellate Authority in accordance with applicable regulatory requirements. The Appellate Authority comprises regular management employees possessing a minimum of five (5) years of relevant experience, to discharge appellate functions independently. The roles and responsibilities of the Appellate Authority shall be clearly defined.

Appropriate measures shall be taken to ensure that the grievance escalation mechanism functions effectively and without any conflict of responsibilities.

The company shall ensure that the published particulars of the designated officers are reviewed and updated whenever changes occur and communicated to TRAI wherever required.

10. Disconnection and Termination of Services

Subscribers seeking disconnection or termination of broadband services may submit a request through the prescribed customer service channels.

Upon receipt of a valid request:

- The request shall be registered and acknowledged, and the disconnection shall be processed within the applicable regulatory timelines.
- Any outstanding dues, if applicable, shall be communicated to the subscriber.
- Refund of eligible security deposits or other refundable amounts, after adjustment of outstanding dues, shall be processed within the applicable regulatory timelines and in accordance with the Company's policy and applicable regulations.
- The subscriber shall be informed upon completion of the disconnection or termination process.

11. Customer Responsibilities

Customers are expected to:

- Provide accurate information while applying for a broadband connection.
- Make payments within the prescribed due dates.
- Use the broadband connection for lawful purposes.
- Ensure proper care of company-owned equipment, wherever provided.
- Avoid unauthorized use, tampering or misuse of network equipment.
- Inform Customer Care promptly about service faults or suspected unauthorized usage.
- Follow the applicable terms and conditions of the subscribed broadband plan.

12. Protection of Customer Information

Asianet shall take appropriate measures to protect subscriber information and ensure that customer data is handled in accordance with applicable laws, licence conditions and regulatory directions.

Customer information shall not be disclosed to unauthorized persons except where such disclosure is permitted or required under applicable law.

13. Regulatory Compliance

Asianet shall endeavour to comply with all applicable TRAI regulations, DoT directions, licence conditions and other statutory requirements relating to broadband services.

This includes, wherever applicable:

- Quality of Service standards.
- Consumer protection and tariff transparency.
- Complaint registration and grievance redressal.
- Publication of Customer Care and Appellate Authority details.
- Submission of prescribed compliance reports and performance monitoring reports.

- Other applicable regulatory reporting and disclosure requirements.

14. Review and Amendments

This Consumer Charter shall be reviewed periodically to ensure continued compliance with applicable TRAI regulations, directions and orders.

Any amendments or modifications required due to changes in regulatory provisions or company policies shall be incorporated and published through the company's official website.

15. Contact Information

For general information, customer assistance and grievance redressal, subscribers may contact Asianet through the following channels:

A. General Information Number (GIN)

Telephone: 80860 11111
For general enquiries and information relating to broadband plans, tariffs, services, connection availability and other customer-related information.

B. Consumer Care Number

Telephone: 9019 500 400
For registration of complaints, service requests and service-related queries. This number shall be non-chargeable.

C. Other Customer Support Channels

Email: helpdesk@asianetbroadband.in
Website: www.asianetbroadband.in

D. Appellate Authority – Broadband Services

Name: Krishna Kumar M
Designation: Manager – Compliance
Address: #2A, Leela Info Park, Technopark, Thiruvananthapuram – 695581
Telephone: 8086011023
Email: krishnakumar@asianet.co.in

Details and procedure for filing an appeal are available at:
https://asianetbroadband.in/kerala/appellate/