

**TATA PLAY MANUAL OF PRACTICE**

Registered office:

Tata Play Ltd. Unit 301 to 305, 3rd Floor, Windsor, Off C.S.T. Road, Kalina,  
Santacruz (East), Mumbai 400098

Nodal Officers

| State                | Postal Address  | Telephone number | Email Id   | Name of the Nodal Officer |
|----------------------|---|------------------|--|---------------------------|
| ANDHRA PRADESH       | AWFIS, 3rd Floor, No. 6-3-1112, Oyster Complex, Green lands Road, Somajiguda, Begumpet, Hyderabad -500016   | 040-60001771     | <a href="mailto:nodalofficer@tataplay.com">nodalofficer@tataplay.com</a> | K Senthil Kumar           |
| ARUNACHAL PRADESH    | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005  | 033-60001771     |  | Joydeep Roy               |
| ASSAM                | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005  | 033-60001771     |  | Joydeep Roy               |
| BIHAR                | Tata Play Limited, 2nd Floor, 168, Uno Business Centre, Patliputra Colony, Patna - 800013.  | 0612-6000177     |  | Sanjeev Kumar             |
| CHANDIGARH           | Tata Play Ltd. TDI Business Centre , TDI Tower , Unit No. 31-32-33 , 4th Floor , Sector 118, SAS Nagar , Mohali Punjab - 140301                   | 0172-6000177     |  | Vikrant Sehgal            |
| CHHATISGARH          | Tata Play Ltd, 506, 5th Floor, Landmark, Wardha Road, Nagpur – 440010.  | 0522-6000177     |  | Arvind Gupta              |
| DADRA & NAGRA HAVELI | Tata Play Ltd, A/6, 3rd Floor, Safal Profitaire, Corporate Road, Opp. Ramada Hotel, Nr. Prahalad Nagar Garden, Prahalad Nagar, Ahmedabad - 380015 | 0079-60001771    |  | Sandesh Patel             |
| DAMAN & DIU          | Tata Play Ltd, A/6, 3rd Floor, Safal Profitaire, Corporate Road, Opp. Ramada Hotel, Nr.   | 0079-60001771    |  | Sandesh Patel             |

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|------------------|---|-------------------|--------------------|
|                  | Prahalad Nagar Garden,<br>Prahalad Nagar,<br>Ahmedabad - 380015   |                   |                    |
| DELHI            | Tata Play Ltd, Regional<br>Office North, Tata<br>Communication<br>Compex, Mandi Road,<br>Chattarpur, New Delhi –<br>110074                      | 0172-<br>6000177  | Dilip Kumar Mandal |
| GOA              | Tata Play Ltd, The<br>Executive Centre Level 9,<br>Tower 2, World Trade<br>Centre, Kharadi, Pune –<br>411014                                    | 0832-<br>6000177  | Yogesh Sharma      |
| GUJARAT          | Tata Play Limited, The<br>Address, West Gate, B-<br>Block, 22nd Floor, SG<br>Highway, Near YMCA<br>Club, Ahmedabad -<br>380015                  | 0079-<br>60001771 | Sandesh Patel      |
| HARYANA          | Tata Play Ltd. TDI<br>Business Centre , TDI<br>Tower , Unit No. 31-32-<br>33 , 4th Floor , Sector<br>118, SAS Nagar , Mohali<br>Punjab - 140301 | 0172-<br>6000177  | Vikrant Sehgal     |
| HIMACHAL PRADESH | Tata Play Ltd. TDI<br>Business Centre , TDI<br>Tower , Unit No. 31-32-<br>33 , 4th Floor , Sector<br>118, SAS Nagar , Mohali<br>Punjab - 140301 | 0522-<br>6000177  | Vikrant Sehgal     |
| JAMMU & KASHMIR  | Tata Play Ltd. TDI<br>Business Centre , TDI<br>Tower , Unit No. 31-32-<br>33 , 4th Floor , Sector<br>118, SAS Nagar , Mohali<br>Punjab - 140301 | 0172-<br>6000177  | Vikrant Sehgal     |
| LADAKH           | Tata Play Ltd. TDI<br>Business Centre , TDI<br>Tower , Unit No. 31-32-<br>33 , 4th Floor , Sector<br>118, SAS Nagar , Mohali<br>Punjab - 140301 | 0172-<br>6000177  | Vikrant Sehgal     |
| JHARKHAND        | Tata Play Limited, 2nd<br>Floor, 168, Uno Business  | 0657-<br>60001771 | Sanjeev Kumar      |

|                      |  |              |
|----------------------|--|--------------|
|                      | Centre, Patliputra Colony, Patna - 800013.   |              |
| KARNATAKA            | Tata Play Ltd, Kirloskar Business Park, Block C, 1st Floor, Bellary Road, Bangalore – 560024   | 080-60001771 |
| KERALA               | Tata Play Ltd, Bizcospace, 8th Floor, Infra Future Building, Opp Bharat Matha College, Seaport Airport Road, Kakkanad, Kochi, Kerala-682021. | 0484-6000177 |
| LAKSHADWEEP          | Tata Play Ltd, Noel Focus, 6th Floor, Sea Port Airport Road, Chittethukara, CSEZ PO, Kerala -682037.   | 0484-6000177 |
| MADHYA PRADESH       | Unit No. 208, Princess Business Skypark, Block No.22, 23 & 24, AB Road, PU-3, Scheme No. 54, Indore - 452001                                 | 0731-6000177 |
| MAHARASHTRA (MUMBAI) | Tata Play Ltd, Unit 301 to 305, 3rd Floor, Windsor, Off C.S.T. road, Kalina, Santacruz (East), Mumbai - 400098                               | 020-60001771 |
| MAHARASHTRA (THANE)  | Tata Play Ltd, Unit 301 to 305, 3rd Floor, Windsor, Off C.S.T. road, Kalina, Santacruz (East), Mumbai - 400098                               | 020-60001771 |
| MAHARASHTRA (PUNE)   | Tata Play Ltd, The Executive Centre Level 9, Tower 2, World Trade Centre, Kharadi, Pune – 411014   | 020-60001771 |
| MAHARASHTRA (NAGPUR) | Tata Play Ltd, 506, 5th Floor, Landmark, Wardha Road, Nagpur – 440010.   | 020-60001771 |
| MANIPUR              | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower,  | 033-60001771 |

|                  |
|------------------|
|                  |
| Ashoka B         |
| Shaji C          |
| Shaji C          |
| Ramesh Baliga    |
| Pawan Kumar Garg |
| Saurav Kumar     |
| Yogesh Sharma    |
| Arvind Gupta     |
| Joydeep Roy      |

|            |  |                  |                      |
|------------|--|------------------|----------------------|
|            | Christian Basti, G.S Road,<br>Guwahati – 781005  |                  |                      |
| MEGHALAYA  | Tata Play Ltd, Unit no.<br>504 & 505, 5th Floor,<br>Kamakhya Tower,<br>Christian Basti, G.S Road,<br>Guwahati – 781005   | 033-<br>60001771 | Joydeep Roy          |
| MIZORAM    | Tata Play Ltd, Unit no.<br>504 & 505, 5th Floor,<br>Kamakhya Tower,<br>Christian Basti, G.S Road,<br>Guwahati – 781005   | 033-<br>60001771 | Joydeep Roy          |
| NAGALAND   | Tata Play Ltd, Unit no.<br>504 & 505, 5th Floor,<br>Kamakhya Tower,<br>Christian Basti, G.S Road,<br>Guwahati – 781005   | 033-<br>60001771 | Joydeep Roy          |
| ORISSA     | Tata Play Limited, O-<br>Launchpad, Unit No. 619,<br>6th Floor, Esplanade one,<br>Rasulgarh,<br>Bhubaneshwar 751010.   | 0674-<br>6000177 | Gautam Adhikari      |
| PONDICHERY | Tata Play Ltd., First Floor,<br>Symtec F-5 3rd phase,<br>Ekkaduthangal, Chennai,<br>TN 600032  | 044-<br>60001771 | T.Shanmugamanivel    |
| PUNJAB     | Tata Play Ltd. TDI<br>Business Centre , TDI<br>Tower , Unit No. 31-32-<br>33 , 4th Floor , Sector<br>118, SAS Nagar , Mohali<br>Punjab - 140301  | 0172-<br>6000177 | Vikrant Sehgal       |
| RAJASTHAN  | Tata Play Ltd., 2nd Floor<br>Unit -1, Mahima Trinitiy,<br>Plot No. 5, Swage Farm,<br>New Sanganer Road,<br>Jaipur - 302019,<br>Rajasthan,Tele: 0141-<br>6604300, Fax No.0141-<br>6604330 | 0141-<br>6000177 | Prassana Kumar Singh |
| SIKKIM     | Tata Play Ltd, AWFIS,<br>Godrej Waterside, Plot<br>No 5, Office No. 1207,<br>Tower 2, 12th Floor,<br>Block-DP, Sector-V, P.S.<br>Electronic Complex, Salt<br>Lake, Kolkata-700091        | 033-<br>60001771 | Sujit Mondal         |

|                    |  |              |                   |
|--------------------|--|--------------|-------------------|
| TAMIL NADU         | Tata Play Ltd., First Floor, Symtec F-5 3rd phase, Ekkaduthangal, Chennai, TN 600032                       | 044-60001771 | T.Shanmugamanivel |
| TELANGANA          | AWFIS, 3rd Floor, No. 6-3-1112, Oyster Complex, Green lands Road, Somajiguda, Begumpet, Hyderabad -500016  | 040-60001771 | Satheesh Kumar K  |
| TRIPURA            | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005 | 033-60001771 | Joydeep Roy       |
| UTTAR PRADESH EAST | Tata Play Ltd, Incuspaze, 11th Floor, Rohtas Summit, Vibhuti Khand, Gomti, Nagar, Lucknow – 226010         | 0522-6000177 | Amit Singh        |
| UTTAR PRADESH WEST | Tata Play Ltd, Smartworks Corporate Park, Ground Floor, Amity Road, Sector - 125, Noida - 201303           | 0135-6000177 | Ankur Jain        |
| UTTARAKHAND        |  | 0135-6000177 | Ankur Jain        |

**Procedure for Complaint Redressal:**

Subscriber may lodge his complaint through the following routes

1.Helpline:1800 208 6633 (Toll free), 1860 120 6633 & 1860 500 6633 (Applicable telecom tariffs will apply)

Our Customer support centers are equipped to interact with subscribers in the 13 languages  
On lodging of the complaint, a Service Request number will be assigned and conveyed on call

2.Email: help@tataplay.com

Auto acknowledgement with Service request number will be generated

3.Nodal officer (refer above for details)

As a second level escalation, write or call to the Nodal Officers. While reaching out to the Nodal Officers, the Service request number provided by the customer support center will need to be quoted.

| Benchmarks for Redressal of Complaints through Call Centre & Nodal Officers Action | Time limits  |
|--|--|
| Responding to complaint  |  |
| I)Received during office hrs   | Within eight hrs   |
| II)Received after office hrs   | Next working day   |
| Resolution of 'No Signal' complaints   | 90% complaints received shall be redressed & signal restored within 24 hrs |

|   |               |
|---|---------------|
| Resolution of Complaints related to billing | Within 7 days |
| Resolution of complaints (Except billing)   | Within 72 hrs |

### **Temporary suspension of service:**

1. Temporary Suspension Facility. Tata Play Limited ('Tata Play') allows its Subscriber to make a request to the Tata Play to suspend all the Service availed by the Subscriber from Tata Play for a temporary period.

2. Purpose. This policy sets out the terms and conditions that govern the Temporary Suspension of Service opted by the Subscribers.

3. Eligibility. Only Subscribers who have an Active Account Status with Tata Play can opt for the Temporary Suspension Facility.

4. Opt In. Subscriber is free to make multiple requests through the year to temporary suspend their Tata Play Service. Subscriber can request for Temporary Suspension Facility for a minimum period of 5 days under each request.

5. How can a Subscriber Opt In: Following are the two methods through which a Subscriber can opt for the Temporary Suspension Facility: By Calling the Helpline Number from their Registered Mobile Number or Registered Telephone Number; or By Visiting an authorized dealer of Tata Play.

6. Information Sought to Activate the Facility. Subscriber must specify the start date while placing the request to avail the Temporary Suspension Facility. In addition to the above information, Tata Play may seek other information to verify the eligibility of the Subscriber, such as the name, the Registered Mobile Number, the subscriber registration number. Hence, Subscriber must keep all the necessary information ready to share while opting for the Temporary Suspension Facility. Tata Play reserves the right to reject or deny the request for a temporary suspension of Services.

7. Activation of the Facility. A request for temporary suspension of service must be made by the Subscriber at least fifteen (15) days prior to the proposed start date of the Temporary Suspension. Tata Play shall temporarily suspend the Tata Play Service from the start date upon receiving all the information from the Subscriber. Once the Subscriber opt for the Temporary Suspension Facility, Tata Play reserves the right not to send any information or notification to the Subscriber until the Services are restored.

8. Restoration of the Suspended Services. If the Subscriber wishes to activate the Service even before the end date specified by the Subscriber at the time of opting for the Temporary Suspension of Service Facility, then Tata Play may restore the service at such an earlier date provided such request is made at least seventy-two hours prior to schedule date or such other period mentioned under the Applicable Law.

9. Restoration Charges. Tata Play may charge Restoration Fee to the Subscriber in accordance with the Applicable Law.

10. Deactivation. Tata Play reserves the right to deactivate the Subscriber if the Tata Play Service stands suspended at the request of the Subscriber for a continuously period exceeding three (3) months.

**Price protection for advance subscription payment:** For information [click here](#)

**Disconnection of services:** For information [click here](#)

**Terms and conditions for billing and payment:** For information [click here](#)