

**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
Kolkata	Tata Play Ltd, AWFIS, Godrej Waterside, Plot No 5, Office No. 1207, Tower 2, 12th Floor, Block-DP, Sector-V, P.S. Electronic Complex, Salt Lake, Kolkata-700091	033-60001771	nodalofficer@tataplay.com	Sujit Mondal
West Bengal		033-60001771		Sujit Mondal
North East		033-60001771		Sujit Mondal
West Bengal 1		033-60001771		Anamika Chaudhuri
West Bengal 2		033-60001771		Sujit Mondal
Sikkim		033-60001771		Sujit Mondal
Assam Lower	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian	033-60001771		Joydeep Roy

	Basti, G.S Road, Guwahati – 781005		
Assam Upper	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	Monalisa Boruah
Bihar	Tata Play Limited, 2nd Floor, 168, Uno Business Centre, Patliputra Colony, Patna - 800013.	0612-6000177	Sanjeev Kumar
Orissa Urban	Tata Play Ltd, Archid Avenue, Plot No – 698, 1st Floor, Satyanagar, Bhubaneswar – 751 007	0674-6000177	Gautam Adhikari
Orissa Rural	Tata Play Ltd, Archid Avenue, Plot No – 698, 1st Floor, Satyanagar, Bhubaneswar – 751 007	0674-6000177	Gautam Adhikari
Delhi 1	Tata Play Ltd. Smartworks Coworking Spaces, Ground Floor,.Plot No 1&2,Sector-125 Noida, Uttar Pradesh 201303	0172-6000177	Ankur Jain
Delhi 2	Tata Play Ltd. E2 Block VSNL Complex Mandi Road Chattarpur Delhi - 110074	0172-6000177	Brij Mohan
Uttar Pradesh Central	Tata Play Ltd. Smartworks Coworking Spaces, Ground Floor,.Plot No 1&2,Sector-125 Noida, Uttar Pradesh 201303	0135-6000177	Sanil Chawla

Uttar Pradesh West	Tata Play Ltd. Smartworks Coworking Spaces, Ground Floor,.Plot No 1&2,Sector-125 Noida, Uttar Pradesh 201303	0135-6000177	Rohan Mehra
Uttarakhand	Tata Play Ltd. Smartworks Coworking Spaces, Ground Floor,.Plot No 1&2,Sector-125 Noida, Uttar Pradesh 201303	0135-6000177	Rohan Mehra
Uttar Pradesh East	Tata Play Ltd, 11th Floor, Incuspaze, Rohtas Summit, Vibhuti Khand, Gomti Nagar, Lucknow- 226010	0522-6000177	Hitesh Chopra
Haryana	Tata Play Ltd. TDI Business Centre , TDI Tower , Unit No, 31- 32 & 33 , 4th Floor, Sector 118, SAS Nagar Mohali , Punjab - 140301	0172-6000177	Mohit Ghai
Punjab	Tata Play Ltd. TDI Business Centre , TDI Tower , Unit No, 31- 32 & 33 , 4th Floor, Sector 118, SAS Nagar Mohali , Punjab - 140301	0172-6000177	Rajesh Puri
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
Jammu & Kashmir	Tata Play Ltd. TDI Business Centre , TDI Tower , Unit No, 31- 32 & 33 , 4th Floor, Sector 118, SAS	0172-6000177	Vikrant Sehgal

	Nagar Mohali , Punjab - 140301		
Himachal Pradesh	Tata Play Ltd. TDI Business Centre , TDI Tower , Unit No, 31-32 & 33 , 4th Floor, Sector 118, SAS Nagar Mohali , Punjab - 140301	0522-6000177	Vikrant Sehgal
Rajasthan East	Tata Play Ltd., Mahima Trinity, Plot No. 5, 2 <sup>nd</sup> Floor, Unit 1, Swage Farm, New Sanganer Road, Jaipur -302019	0141-6000177	Prasanna Kumar Singh
Rajasthan West	Tata Play Ltd., Mahima Trinity, Plot No. 5, 2 <sup>nd</sup> Floor, Unit 1, Swage Farm, New Sanganer Road, Jaipur -302019	0141-6000177	Dilip Kumar Mandal
Gujarat North	Tata Play Ltd., West Gate, B-Block, 22 <sup>nd</sup> floor, SG Highway, Near YMCA Club, Ahmedabad 380015	079-60001771	Sandesh Patel
Gujarat South	Tata Play Ltd., West Gate, B-Block, 22 <sup>nd</sup> floor, SG Highway, Near YMCA Club, Ahmedabad 380015	079-60001771	Jayesh Joshi
Madhya Pradesh	Tata Play Ltd., Unit 408, Princes 'Business Playlune, Block No 32&33, Scheme No. 54, PU-3, Commercial, A.B. Road, Indore 452001	0731-6000177	Ramesh Baliga
Chhattisgarh	Tata Play Ltd., 506,SAS Business Center5 <sup>th</sup> floor landmark building. Ramdaspath Peth,440010	0522-6000177	Digember Sharma

Jharkhand	Tata Play Ltd., 506,SAS Business Center5 <sup>th</sup> floor landmark building. Ramdaspath Peth,440010	0657-60001771	Digember Sharma
Mumbai 1	Tata Play Ltd., Unit 301 to 305, 3 <sup>rd</sup> Floor, Windsor, Off CST Road, Kalina Santacruz (East) Mumbai 400098	020-60001771	Pawan Kumar Garg
Pune	Tata Play Ltd., The Executive Centrer, Level 9, Tower 2, World Trade Centre, Kharadi, Pune, 411014	020-60001771	Yogesh Sharma
Marathwada	Tata Play Ltd., 506,SAS Business Center5 <sup>th</sup> floor landmark building. Ramdaspath Peth,440010	020-60001771	Anantha Iyer
South Maharashtra	Tata Play Ltd., The Executive Centrer, Level 9, Tower 2, World Trade Centre, Kharadi, Pune, 411014	020-60001771	Yogesh Sharma
Goa	Tata Play Ltd., The Executive Centrer, Level 9, Tower 2, World Trade Centre, Kharadi, Pune, 411014	0832-6000177	Yogesh Sharma
Vidarbha	Tata Play Ltd., 506,SAS Business Center5 <sup>th</sup> floor landmark building. Ramdaspath Peth,440010	020-60001771	Arvind Gupta
Mumbai 2	Tata Play Ltd., Unit 301 to 305, 3 <sup>rd</sup> Floor, Windsor, Off CST Road, Kalina	020-60001771	Saurav Kumar

	Santacruz (East) Mumbai 400098		
Hyderabad	Tata Play Ltd., Awfis Space solutions PVT Ltd ,6-3-112 3 <sup>rd</sup> floor , Oyster complex, Greenlands road , Somajiguda ,Begumpet , Hyderabad , Telengana -500016	040-60001771	K. Satheesh Kumar
Rest of Telangana	Tata Play Ltd., Awfis Space solutions PVT Ltd ,6-3-112 3 <sup>rd</sup> floor , Oyster complex, Greenlands road , Somajiguda ,Begumpet , Hyderabad , Telengana -500016	040-60001771	Manish Kumar Sethi
Bangalore	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560021	080-60001771	Ashoka B
Karnataka	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560021	080-60001771	Ashoka B
Andhra Pradesh	TataPlay Ltd, AWFIS 3RD FLOOR, 6-3- 1112, oyster complex, Greenland Road, somajiguda, begumpet, Hyderabad 500016	040-60001771	Raghunath G
AP South	TataPlay Ltd, AWFIS 3RD FLOOR, 6-3- 1112, oyster complex, Greenland Road, somajiguda,	040-60001771	Raghunath G

	begumpet, Hyderabad 500016		
Telangana	TataPlay Ltd, AWFIS 3RD FLOOR, 6-3- 1112, oyster complex, Greenland Road, somajiguda, begumpet, Hyderabad 500016	040-60001771	Raghunath G
Kerala	TataPlay Ltd, Bizcospace, 8th Floor, Infra Future Building, Opp Bharat Matha College, Seaport Airport Road, Kakkanad, Kochi, Kerala-682021.	0484-6000177	Shaji C
Tamil Nadu	TATA Play LTD,Smartworks Coworking Spaces Private Limited,Center: "Kochar Globe", 5th Floor,Ambedkar Nagar,SIDCO Industrial Estate,Guindy, Chennai – 600032.	044-60001771	Shanmugamanivel T
Tamil Nadu 1+ Andaman & Nicobar	TATA Play LTD,Smartworks Coworking Spaces Private Limited,Center: "Kochar Globe", 5th Floor,Ambedkar Nagar,SIDCO Industrial Estate,Guindy, Chennai – 600032.	044-60001771	Shanmugamanivel T
Karnataka South & Central	Tata Play Ltd., 1st Floor, Block C, Kirkoskar Business Park, Bellary Road,	080-60001771	Vijayakumar Ramasamay

	Hebbal, Bangalore - 560021		
Andhra Pradesh North	Tata Play Ltd, AWFIS 3RD FLOOR, 6-3-1112, oyster complex, Greenland Road, somajiguda, begumpet, Hyderabad 500016	040-60001771	Senthil kumar K
Karnataka North	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560021	080-60001771	Vijayakumar Ramasamay
Tamil Nadu East	TATA Play LTD,Smartworks Coworking Spaces Private Limited,Center: "Kochar Globe", 5th Floor,Ambedkar Nagar,SIDCO Industrial Estate,Guindy, Chennai – 600032.	044-60001771	Shanmugamanivel T
Tamil Nadu West	TATA Play LTD,Smartworks Coworking Spaces Private Limited,Center: "Kochar Globe", 5th Floor,Ambedkar Nagar,SIDCO Industrial Estate,Guindy, Chennai – 600032.	044-60001771	Paraneetharan R
Tamil Nadu South	TATA Play LTD,Smartworks Coworking Spaces Private Limited,Center: "Kochar Globe", 5th Floor,Ambedkar Nagar,SIDCO	044-60001771	Srikamesh N



	Industrial Estate, Guindy, Chennai – 600032.			
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**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](mailto: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](#)