

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	Tata Play Ltd AWFIS, 3rd Floor, No. 6-3- 1112, Oyster Complex, Green lands Road, Somajiguda, Begumpet, Hyderabad - 500016	040-60001771		Raghunath G
ANDHRA PRADESH NORTH	Tata Play Ltd, AWFIS 3RD FLOOR, 6-3- 1112, oyster complex, Greenland Road, somajiguda, begumpet, Hyderabad 500016	040-60001771	nodalofficer@tataplay.com	Senthil kumar K
AP SOUTH	Tata Play Ltd, AWFIS 3RD FLOOR, 6-3- 1112, oyster complex, Greenland Road, somajiguda, begumpet, Hyderabad 500016	040-60001771		Raghunath G
ARUNACHAL PRADESH	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati - 781005	033-60001771		Monalisa Boruah

ASSAM UPPER	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	Joydeep Roy
ASSAM LOWER	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	Vikrant Singh
BANGALORE	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore – 560021	080-60001771	Ashoka B
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	Rajesh Puri
CHHATISGARH	Tata Play Ltd, 506, SAS Business Centre, 5th Floor, Landmark Building,	0522-6000177	Digember Sharma

	Ramdaspeth, Peth-440010.	
DELHI 1	Tata Play Ltd. Smartworks Coworing Spaces, Ground Floor,.Plot No 1&2,Sector- 125 Noida, Uttar Pradesh 201303	0172-6000177
DELHI 2	Tata Play Ltd. E2 Block VSNL Complex Mandi Road Chattarpur Delhi -110074	0172-6000177
GOA	Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune – 411001	0832-6000177
GUJARAT NORTH	Tata Play Limited, The Address, West Gate, B-Block, 22nd Floor, SG Highway, Near YMCA Club, Ahmedabad – 380015	0079-60001771
GUJARAT SOUTH	Tata Play Limited, The Address, West Gate, B-Block, 22nd Floor, SG Highway, Near YMCA Club, Ahmedabad – 380015	0079-60001771
HARYANA	Tata Play Ltd. TDI Business Centre , TDI Tower , Unit No.	0172-6000177

Ankur Jain
Brij Mohan
Ravinder Tyagi
Sandesh Patel
Jayesh Joshi
Mohit Ghai

	31-32-33 , 4th Floor , Sector 118, SAS 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
Hyderabad	Tata Play Ltd., Awfis Space solutions PVT Ltd ,6-3-112 3rd floor , Oyster complex, Greenlands road , Somajiguda , Begumpet , Hyderabad , Telengana - 500016	040-60001771
JAMMU & KASHMIR	Tata Play Ltd. TDI Business Centre , TDI Tower , Unit No. 31-32-33 , 4th Floor , Sector 118, SAS Nagar , Mohali Punjab – 140301	0172-6000177
JHARKHAND	Tata Play Ltd, 506, SAS Business Centre, 5th Floor, Landmark Building, Ramdaspath, Peth-440010.	0657-60001771
KARNATAKA	Tata Play Ltd, Kirloskar Business Park,	080-60001771

	Rajesh Puri
	K. Satheesh Kumar
	Rajesh Puri
	Rajesh Puri
	Ashoka B

	Block C, 1st Floor, Bellary Road, Bangalore – 560024	
Karnataka South & Central	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560021	080-60001771
Karnataka North	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560021	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
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
MADHYA PRADESH	Tata Play Ltd Unit No. 208, Princess Business Skypark,	0731-6000177

Vijayakumar Ramasamay
Vijaysivakumar Hariharan
Shaji C
Sanjeev Kumar
Ramesh Baliga

	Block No.22, 23 & 24, AB Road, PU-3, Scheme No. 54, Indore - 452001	
MUMBAI 1	Tata Play Ltd, Unit 301 to 305, 3rd Floor, Windsor, Off C.S.T. road, Kalina, Santacruz (East), Mumbai - 400098	020-60001771
Mumbai 2	Tata Play Ltd., Unit 301 to 305, 3rd Floor, Windsor, Off CST Road, Kalina Santacruz (East) Mumbai 400098	020-60001771
PUNE	Tata Play Ltd, The Executive Centre Level 9, Tower 2, World Trade Centre, Kharadi, Pune – 411014	020-60001771
MANIPUR	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771
Marathwada	Tata Play Ltd., 506,SAS Business Center5th floor landmark building. Ramdaspath Peth,440010	020-60001771

Pawan Kumar Garg
Saurav Kumar
Yogesh Sharma
Monalisa Boruah
Anantha Iyer

MEGHALAYA	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	Joydeep Roy
MIZORAM	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	Monalisa Boruah
NAGALAND	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771	Monalisa Boruah
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
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	Vikrant Sehgal

RAJASTHAN EAST	Tata Play Ltd., 2nd Floor Unit - 1, Mahima Trinitii, Plot No. 5, Swage Farm, New Sanganer Road, Jaipur - 302019, Rajasthan,Tele: 0141-6604300, Fax No.0141- 6604330	0141-6000177	Prassana Kumar Singh
RAJASTHAN WEST	Tata Play Ltd., 2nd Floor Unit - 1, Mahima Trinitii, Plot No. 5, Swage Farm, New Sanganer Road, Jaipur - 302019, Rajasthan,Tele: 0141-6604300, Fax No.0141- 6604330	0141-6000177	Dilip Kumar Mandal
SIKKIM	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	Sujit Mondal
South Maharashtra	Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune - 411001	020-60001771	Ravinder Tyagi
TAMIL NADU	TATA Play LTD,Smartworks Coworking Spaces Private	044-60001771	Shanmugamanivel T

	Limited,Center: "Kochar Globe", 5th Floor,Ambedkar Nagar,SIDCO Industrial Estate,Guindy, Chennai – 600032.		
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
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	Rajesh Dheenadayan
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 Industrial Estate,Guindy, Chennai – 600032.	044-60001771	Srikamesh N
TELANGANA	TataPlay Ltd, AWFIS 3RD FLOOR, 6-3-1112, oyster complex, Greenland Road, somajiguda, begumpet, Hyderabad 500016	040-60001771	Raghunath G
REST OF TELANGANA	TataPlay Ltd, 6-3-1112, Oyster Complex, Green lands Road, Somajiguda, Begumpet, Hyderabad - 500016	040-60001771	Manish Kumar Sethi
Uttar Central Pradesh	Tata Play Ltd. Smartworks Coworing Spaces, Ground Floor,.Plot No 1&2,Sector-125 Noida, Uttar Pradesh 201303	0135-6000177	Sanil Chawla
UTTAR PRADESH EAST	Tata Play Ltd, Incuspaze, 11th Floor, Rohtas Summit, Vibhuti Khand, Gomti, Nagar, Lucknow – 226010	0522-6000177	Hitesh Chopra

UTTAR PRADESH WEST	Tata Play Ltd, Smartworks	0135-6000177	Rohan Mehra
UTTARAKHAND	Corporate Park, Ground Floor, Amity Road, Sector - 125, Noida - 201303	0135-6000177	Rohan Mehra
Vidarbha	Tata Play Ltd., 506,SAS Business Center5th floor landmark building. Ramdaspath Peth,440010	020-60001771	Arvind Gupta
West Bengal 1	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	Anamika Chaudhuri
West Bengal 2	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	Sujit Mondal

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 Sky 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](#)