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
Andaman & NICOBAR	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	044-60001771	nodalofficer@tataplay.com	Joydeep Roy
ANDHRA PRADESH NORTH	Tata Play Limited, Qubexpro, Business Bay, 10-28-2/2/1, 1st Floor, Cabin Number - 14, Kailashmetta, Waltair Uplands, Vishakhapatnam Andhra Pradesh-530003	040-60001771		Vijayakumar Ramasamay
ANDHRA PRADESH SOUTH	Tata Play Limited, Qubexpro, Business Bay, 10-28-2/2/1, 1st Floor, Cabin Number - 14,	040-60001771		Vijaysivakumar Hariharan

	Kailashmetta, Waltair Uplands, Vishakhapatnam Andhra Pradesh-530003			
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	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, 309 A, Vasundhara Metro Mall, East Boring Canal Road, Rajarpur Pul, Patna, Bihar, 800001.	0657-6000177		Vikrant Singh
BANGALORE	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal,	080-60001771		BP Kirthesh

	Bangalore - 560024			
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
CHENNAI	TATA Play LTD,Smartworks Coworking Spaces Private Limited,Center: “Kochar Globe”, 5th Floor,Ambedkar Nagar,SIDCO Industrial Estate,Guindy, Chennai – 600032	044-60001771		Rajesh Dheenadayalan
CHHATTISGARH	Tata Play Ltd., 506, SAS Business Center5th floor landmark building. Ramdaspeth Peth, Wardha Road, Nagpur – 440010	0522-6000177		Atul Pawar
DADRA & NAGRA HAVELI	Tata Play Ltd., West Gate, co-working spaces, The Address, 22nd floor, B - Block,	079-60001771		Jayesh Joshi

	SG Highway, Near YMCA Club, Ahmedabad 380015			
DAMAN & DIU	Tata Play Ltd., West Gate, co-working spaces, The Address, 22nd floor, B - Block, SG Highway, Near YMCA Club, Ahmedabad 380015	079-60001771		Jayesh Joshi
DELHI	TATA Play Ltd., Unit No. 2, 4th Floor, Stellar Okas 1425, Plot No. 5, Sector 142, Noida, Uttar Pradesh, Pin Code - 201305	0172-6000177		Brij Mohan
GOA	Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune - 411001	0832-6000177		Saurav Kumar
GUJARAT	Tata Play Ltd., West Gate, co-working spaces, The Address, 22nd	079-60001771		Jayesh Joshi

	floor, B - Block, SG Highway, Near YMCA Club, Ahmedabad 380015			
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		Vikrant Sehgal
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
HYDERABAD	Tata Play Ltd., Awfis Space solutions PVT Ltd ,6-3-112 3rd floor, Oyster complex, Greenlands road, Somajiguda, Begumpet, Hyderabad, Telangana-500016	040-60001771		Anantha Iyer

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		Vikrant Sehgal
JHARKHAND	Tata Play Limited, 309 A, Vasundhara Metro Mall, East Boring Canal Road, Rajarpur Pul, Patna, Bihar, 800001.	0657-6000177		Vikrant Singh
KARNATAKA 1	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560024	080-60001771		BP Kirthesh
KARNATAKA 2	Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560024	080-60001771		Ashoka B
KERALA	Tata Play Ltd, Bizcospaces, 8th Floor, Infra Futura Building,	0484-6000177		Shaji C

	Opp Bharat Matha College, Seaport Airport Road, Kakkanad, Kochi, Kerala-682021.			
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		Joydeep Roy
LADAKH	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
LAKSHADWEEP	Tata Play Ltd, Bizcospaces, 8th Floor, Infra Future Building, Opp Bharat Matha College, Seaport Airport Road, Kakkanad, Kochi, Kerala-682021	0484-6000177		Shaji C

MADHYA PRADESH	Tata Play Ltd., Unit 408, Princess Business Skyline, Block No 32&33, Scheme No. 54, PU-3, Commercial, A.B. Road, Indore 452010	0731-6000177		Arvind Gupta
MUMBAI	Tata Play Ltd., Unit 301 to 305, 3rd Floor, Windsor Building, Off CST Road, Kalina Santacruz (East) Mumbai 400098	020-60001771		Pawan Kumar Garg
MANIPUR	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771		Monalisa Boruah
MARATHWARA	Tata Play Ltd., 506, SAS Business Center5th floor landmark building. Ramdaspeth Peth, Wardha Road, Nagpur-440010	020-60001771		Vikram Singh

MEGHALAYA	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771		Monalisa Boruah
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	Tata Play Limited , AWFIS, Ground floor of Hotel Ginger – Opposite Nalco Headquarters , Jayadev Vihar, Nandan Kanan Rd, Nayapalli, Bhubaneswar, Odisha - 751013	0674-6000177		Sarbojit Sarkar

PUNE	Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune - 411001	020-60001771		Saurav Kumar
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	Tata Play Ltd., Mahima Trinity, Plot No. 5, 2nd Floor, Unit 1, Swage Farm, New Sanganer Road, Jaipur - 302019	0141-6000177		Ravinder Tyagi
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		Anamika Chaudhuri

SOUTH MAHARASHTRA	Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune - 411001	020-60001771		Saurav Kumar
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		Srikamesh N
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		Paraneetharan R
TELANGANA	Tata Play Ltd., Awfis Space solutions PVT Ltd ,6-3-112 3rd floor, Oyster complex, Greenlands	040-60001771		Vinod Krishnan B

	road, Somajiguda, Begumpet, Hyderabad, Telangana-500016			
TRIPURA	Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005	033-60001771		Monalisa Boruah
UTTAR PRADESH EAST	Tata Play Ltd, Neo hub Coworking-6th Floor, Experion Vibhuti Khand, Gomti Nagar, Lucknow-226010	0522-6000177		Hitesh Chopra
UTTAR PRADESH WEST	TATA Play Ltd., Unit No. 2, 4th Floor, Stellar Okas 1425, Plot No. 5, Sector 142, Noida, Uttar Pradesh, Pin Code - 201305	0135-6000177		Ankur Jain
UTTARAKHAND	TATA Play Ltd., Unit No. 2, 4th Floor, Stellar Okas 1425, Plot No. 5,	0135-6000177		Ankur Jain

	Sector 142, Noida, Uttar Pradesh, Pin Code - 201305			
VIDARBHA	Tata Play Ltd., 506,SAS Business Center5th floor landmark building. Ramdaspeth Peth, Wardha Road, Nagpur – 440010	020-60001771		Atul Pawar
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		Joydeep Roy
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		Anamika Chaudhuri

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