



MAULI CABLE NETWORK'S MANUAL OF PRACTISE

Mauli Cable Network Registered Office: Ground floor, Baburao Wange Chawl, Jain Mandir
Tanaji Nagar Rd, Kurar Village,
Mumbai, Maharashtra 400097

Nodal Officer

Name of the state	Postal Address	Telephone number of the nodal officer	Email Id of the Nodal Officer	Name of the Nodal Officer
MAHARASHTRA	A wing, Mauli Pride, Off W.E.H, Ambewadi, Kurar Village, Malad (E) - 400097	1800 309 6899	wecare@maulinetwork	Sudhir Mondkar

Procedure for Complaint Redressal:

Subscriber may lodge his complaint through the following routes

1. Helpline: 1800 309 6899 (Toll free)

- Our Customer support centers are equipped to interact with subscribers in the 3 languages
- On lodging of the complaint, a Service Request number will be assigned and conveyed on call & sms.

2. Email: wecare@maulinetwork.com

- As a second level escalation, write to our e-mail id.

3. Nodal officer (refer above for details)

☑As a third level escalation, write or 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 hours	Within 8 hours
II. Received after office hours	Next working day
Resolution of "No Signal" complaints	90% complaints received shall be redressed & signal restored within 24 hours
Resolution of Complaints related to billing	within 7 days
Resolution of complaints (Except billing)	within 72 hours

Temporary suspension of service:

1. Temporary Suspension Facility. Maui Cable Network allows its Subscriber to make a request to the Maui Cable Network to suspend all the Service availed by the Subscriber from Maui Cable Network for a temporary period.
2. Purpose. This policy sets out the terms and conditions that govern the Maui Cable Network of Service opted by the Subscribers.
3. Eligibility. Only Subscribers who have an Active Account Status with Maui Cable Network can opt for the Temporary Suspension Facility.
4. Opt In. Subscriber is free to make multiple requests through the year to temporary suspend their Maui Cable Network. 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 our office at Ground floor, Baburao Wange Chawl, Jain Mandir Rd, Tanaji Nagar Rd, Kurar Village, Mumbai, Maharashtra 400097
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, Maui Cable Network 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. Maui Cable Network 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 Maui Cable Network shall temporarily suspend the Maui Cable Network Service from the start date upon receiving all the information from the Subscriber. Once the Subscriber opt for the Temporary Suspension Facility, Maui Cable Network 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 Mauli Cable Network 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. Mauli Cable Network may charge Restoration Fee to the Subscriber in accordance with the Applicable Law.

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