

VIKRAM VARMA  
 SHOP NO 21 ALIBABA ENCLAVE CALANGUTE BAGA ROAD  
 CALANGUTE BARDEZ GOA  
 BARDEZ - 403516  
 GOA  
 CIOU Code : MHRI10190  
 Telephone Number : 0832-3253088

Bill Period : 05-03-2008 to 04-04-2008  
 Bill Date : 05-04-2008  
 Bill No. : 331652341529  
 Billing Account No. : 2036215001  
 Number of Services : 1

Previous Dues (Rs)(A)	Adjustments (Rs)(B)	Payments (Rs)(C)	Current Charges (Rs)(D)	Total Amount Due (Rs)(A + B - C + D)	Due Date	Total Amount Due After Due Date (Rs)
1,197.14	0.00	1,198.00	1,378.26	1,378.00	24-04-2008	1,428.00

for further details, visit us at [www.reliancecommunications.co.in](http://www.reliancecommunications.co.in)

## local calls @ just 50p/Min

Now make any Local call within your circle at just 50p/min with Local calling pack of Rs. 49/-

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**RELIANCE**  
Hello

\*Conditions apply.

If you have made any payment against Previous Dues amount, please reduce the same from the Total Amount Due. Payments made by you will be reflected in your next statement. Payments received by cheque/draft and shown in this statement are subject to realization. Outstation cheques will be charged at Rs.100

For billing or other queries, please call our 24-hour Reliance customer care toll-free number \*333 from your Reliance phone or 3033 3333 from any other phone. For any escalation please write to our service assurance cell at Service Assurance Cell, A Block, 2nd floor, Reliance Communications Ltd, DAKC Koparkhairane, Navi Mumbai-400710. Or [serviceassurancecell@relianceada.com](mailto:serviceassurancecell@relianceada.com) or fax 022-30388005.

Late Payment Fee: Please pay on time to avoid disconnection or/and any late payment fee. If payments are made after the due date, a late payment fee will be levied @ 2.5% per month or Rs.50 whichever is higher

Summary of Current Charges	Amount (Rs)
Monthly Charges	424.00
Voice Usage Charges	946.15
Data Usage Charges	6.50
Discounts and Charges	- 150.00
<b>Sub Total</b>	<b>1,226.65</b>
Taxes	151.61
<b>Total Current Charges</b>	<b>1,378.26</b>

"This statement has been issued by Reliance Communications Services - a division of Reliance Communications Infrastructure Limited for its dues and for services provided to you by Reliance Communications Ltd. & Reliance Communications Infrastructure Ltd." Please refer to the Customer Application Form for Terms & Conditions.  
 Service Tax Registration No: AACCR7832CST001, Address: Reliance Communications Ltd., Thane Belapur Road, Kopar Khairane, Navi Mumbai - 400 710  
 Service Tax Registration No: AACCS2157HST002, Address: Reliance Communications Infrastructure Ltd., Thane Belapur Road, Kopar Khairane, Navi Mumbai - 400 710

### Your Payment Slip (Please attach this payment slip along with your payment)

Name		Due Date	Total Amount Due (Rs)
VIKRAM VARMA		24-04-2008	1,378.00
Bill No.	Bill Date	Crossed Cheque/DD should be drawn locally in favour of RCIL A/c RIS2036215001	
331652341529	05-04-2008		



Paid By: Cash/Cheque No./DD	Dated - DD/MM/YY	Bank Name/Branch	Amount(Rs)

## Things to remember

**Credit Limit:** You can enhance your credit limit by paying an additional deposit or signing up for Direct Debit / Electronic Clearance Service(ECS) through Debit/Credit Card at any Reliance Communications Outlet. Instances of cheque bounce or credit card charge back reduce your credit limit. Credit limit is revised from time to time based on your usage and timely and regular payment of monthly bills. Services are liable to get restricted in case the usage exceeds the specified credit limit.

**Bill Payment:** You can pay by cash or cheque at any Reliance World or Reliance Communications Outlet or drop your cheque at any of our drop boxes ( to locate a drop box near you, you can enter Reliance Mobile World on your phone; select "Where to pay" under "Bill n Help" section in "Toolkits"). You can also pay by Credit Card on Reliance Mobile World, or through our website [www.rcom.co.in](http://www.rcom.co.in) or by signing up for our Direct Debit/ECS facility.

Services are liable to get restricted in case bill payments are not made by due date.

### **Call Charge calculation:**

For all voice calls (Local, STD, ISD), as soon as a call matures, minimum charge of 1 pulse becomes applicable. Pulse is rounded up to generate Call Units. These call units when multiplied with the pulse rate form the Call Charges. SMS is charged on per message basis. All monthly fixed charges such as rentals, CLIP charges etc. are charged on per month basis.

### **Bill rounding off**

Total Amount Due as reflected in the Bill is rounded up to the next rupee for ease of making payment. This is adjusted in the next bill

### **Change of Billing Address**

You can get your billing address changed by visiting your nearest Reliance Communications Outlet or Reliance World. Please submit the Proof of your new address along with the request form. The address change will be done subject to positive address verification and the same will reflect from the next bill onwards.

### **Complaint Redressal Mechanism**

- In case of any clarification regarding this bill, please intimate our Customer Care on \*333 (toll free) or visit any Reliance Communications Outlet / Reliance World.
- A unique docket number will be provided for every complaint registered with us.
- If the complaint is not resolved, you can approach the Nodal Officer. You can get the name and contact details of the Nodal Officer either by visiting our website [www.rcom.co.in](http://www.rcom.co.in) under section **Contact us -> Service Assurance Cell -> Nodal** or by contacting our Customer care agent on \*333 (toll free)
- If the complaint is still not resolved you can approach the Appellate Authority for appeal in the required format. The name and contact information of Appellate Authority is mentioned on our website at **Contact us -> Service Assurance Cell -> Appellate**.
- Appeal form is available on our website [www.rcom.co.in](http://www.rcom.co.in) at **Contact us -> Service Assurance Cell -> Appeal Form**.

### **Also please note that:**

- No migration fee is chargeable for migrating to any other tariff plan.
- There will be no increase in any item of the tariff plan for a period of 6 months from the date of enrolment under a Tariff Plan.
- No charge will be levied for any service without the explicit consent of the consumer
- Refund of security deposit on customer request for termination will be made within sixty days of closure of telephone connection, beyond which customer will be entitled to receive interest at the rate of ten percent per annum.
- Model calculations of estimated financial implication of tariff plans are available at our website [www.rcom.co.in](http://www.rcom.co.in) under the following sections:  
*For Mobile -> Postpaid -> Joy Plans -> National Plans -> Tariffs in TRAI format*  
*For Hello -> Tariff Plans Postpaid -> To see the Postpaid Tariffs in TRAI format*

### **Contact details of Nodal Officer:**

**Ms.Sudha Vutukuru,3rd Floor, Lalvani Plaza, Sakore Nagar,Viman Nagar, PUNE-14.Phone : 020 30551144.Email : [Rcomnodalofficer.MH@relianceada.com](mailto:Rcomnodalofficer.MH@relianceada.com),Fax : 020 30731199.**

### **Contact details of Appellate Authority:**

**Mr.Sanjeev Choudhary,Reliance communications Ltd. T-23, MIDC , Opp. MCCIA ,Telco Road,Bhosari,PUNE-411026.Phone : 020-30331810/1845.Email : [Rcomappellateauthority.MH@relianceada.com](mailto:Rcomappellateauthority.MH@relianceada.com),Fax : 020-26052950.**

Credit Limit : 4,400.00

<b>Payments</b>		<b>Amount (Rs)</b>
Cash Payment	Received on 19-03-2008	1,198.00
<b>Total Payments Received</b>		<b>1,198.00</b>

<b>Current Charges</b>	<b>Amount (Rs)</b>	<b>Amount (Rs)</b>
<b>Monthly Charges</b>		424.00
<b>Voice Usage Charges</b>		946.15
<b>Data Usage Charges</b>		6.50
<b>Discounts and Charges</b>		
Discounts and Charges	- 150.00	- 150.00
<b>Taxes</b>		
Service Tax	147.20	
Education Cess On Service Tax	2.94	
SHE Cess On Service Tax	1.47	151.61
<b>Total Current Charges</b>		<b>1,378.26</b>

Reliance Hello Number :0832-3253088  
 Handset :LSP350

Plan Name : FWLOCAL300  
 Scheme : 0180

Details for Reliance Hello Number 0832-3253088		Amount (Rs)	Amount (Rs)
<b>Monthly Charges</b>			
Advance Monthly Rental Charges-FWLOCAL300	Charges for the period 05-04-2008 to 04-05-2008	299.00	
Monthly Charge - OnNet Pack -NFWPACK125	05-03-2008 to 04-04-2008	125.00	
<b>Total Monthly Charges</b>			<b>424.00</b>
<b>Voice Usage Charges</b>			
Voice Calls		946.15	
<b>Total Voice Usage Charges</b>			<b>946.15</b>
<b>Data Usage Charges</b>			
SMS Usage		6.50	
<b>Total Data Usage Charges</b>			<b>6.50</b>
<b>Discounts and Charges</b>			
Less : Free Onnet Usage		- 150.00	
<b>Total Discounts and Charges</b>			<b>- 150.00</b>
<b>Taxes</b>			
Service Tax		147.20	
Education Cess On Service Tax		2.94	
SHE Cess On Service Tax		1.47	
<b>Total Taxes</b>			<b>151.61</b>
<b>Total Charges for Reliance Hello Number 0832-3253088</b>			<b>1,378.26</b>

**Voice Usage Charges**

	No. of Call Units	Call Charges (Rs.)
Local Calls	1784	539.20
STD Calls	218	406.95
<b>Total</b>	<b>2002</b>	<b>946.15</b>

Call Date	Start Time(hh:mm:ss)	Called Number	Duration (mm:ss)	Call Units	Call Charges (Rs)
27-03	21:18:05	02224144271	3:04	4	9.60
28-03	08:02:04	02223084203	1:11	2	4.80
29-03	09:29:52	02066006633	8:56	9	10.80
30-03	22:22:26	09324170915	3:23	4	0.60
02-04	11:19:31	09819323569	1:58	2	1.00
02-04	11:29:53	09324170915	6:37	7	1.05
03-04	14:33:46	09945023933	8:53	9	21.60
<b>Total</b>				<b>218</b>	<b>406.95</b>

**SMS Usage**

	No. of Messages	Call Charges (Rs.)
Inland Messages	13	6.50
<b>Total</b>	<b>13</b>	<b>6.50</b>

**STD Calls**

Call Date	Start Time(hh:mm:ss)	Called Number	Duration (mm:ss)	Call Units	Call Charges (Rs)
06-03	09:25:08	9920623619	24:51	25	12.50
06-03	12:58:12	9323673747	4:32	5	0.75
07-03	11:09:38	02225131400	4:15	5	12.00
07-03	11:22:13	02224211116	4:16	5	12.00
07-03	11:52:14	02224926511	5:25	6	14.40
07-03	11:58:59	02223706328	2:10	3	7.20
07-03	21:46:21	02223084203	6:35	7	16.80
07-03	22:05:14	02225652387	5:00	5	12.00
08-03	13:32:06	9323673747	1:10	2	0.30
08-03	13:56:04	09819323569	1:03	2	1.00
09-03	09:39:44	02224329262	17:34	18	43.20
09-03	10:05:11	02224211116	6:24	7	16.80
09-03	10:15:01	02224999600	0:21	1	2.40
09-03	10:15:59	02224383357	6:37	7	16.80
09-03	10:26:16	02223084203	6:27	7	16.80
11-03	10:56:38	9820004876	2:08	3	1.50
12-03	15:56:53	09819323569	0:28	1	0.50
12-03	20:54:34	02224144271	6:01	7	16.80
12-03	21:04:43	02224329262	14:12	15	36.00
12-03	21:20:00	02223084203	9:41	10	24.00
12-03	21:30:22	02224082732	1:11	2	4.80
14-03	14:57:48	04023372838	0:25	1	2.40
14-03	14:58:52	04023394724	1:07	2	4.80
14-03	15:47:14	07926743320	11:59	12	28.80
16-03	08:13:34	02228706654	7:34	8	19.20
16-03	12:51:16	02224144271	1:27	2	4.80
16-03	12:57:35	02224143856	5:32	6	14.40
24-03	09:29:28	02224329262	2:19	3	7.20
26-03	10:07:28	9323673747	0:19	1	0.15
27-03	08:10:41	02224329262	2:43	3	7.20