

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 (SOUTH) | 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 | nodalofficer@tataplay.com | Rajesh Dheenadayalan |
| 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 | | Rajesh Dheenadayalan |
| 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 |

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| CHENNAI | TATA Play LTD, Smartworks Coworking Spaces Private Limited, Center: "Kochar Globe", 5th Floor, Ambedkar Nagar, SIDCO Industrial Estate, Guindy, Chennai - 600032 | 044-60001771 |
| ARUNACHAL PRADESH | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati - 781005 | 033-60001771 |
| ASSAM | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati - 781005 | 033-60001771 |
| BIHAR | Tata Play Limited, 2nd Floor, 168, Uno Business Centre, Patliputra Colony, Patna - 800013 | 0657-6000177 |
| 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 |
| | Tata Play Ltd., 506, SAS Business Center, | |

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| Shanmugamanivel T |
| Monalisa Boruah |
| Monalisa Boruah |
| Vikrant Singh |
| Rajesh Puri |
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| CHHATTISGARH | 5th floor, Landmark Building, Ramdaspath, Wardha Road Nagpur - 440010 | 0522-6000177 |
| DADRA & NAGRA HAVELI | Tata Play Ltd., West Gate, co-working spaces, The Address, 22nd floor, B - Block, SG Highway, Near YMCA Club, Ahmedabad 380015 | 079-60001771 |
| 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 |
| DELHI 1 | Tata Play Ltd. Unit no. 2, 4th Floor, Stellar Okas 1425, Plot no. 5, Sector 142 Noida, Uttar Pradesh 201305 | 0172-6000177 |
| DELHI 2 | Tata Play Ltd. Unit no. 2, 4th Floor, Stellar Okas 1425, Plot no. 5, Sector 142 Noida, Uttar Pradesh 201305 | 0172-6000177 |
| GOA | Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune - 411001 | 0832-6000177 |

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| Atul Pawar |
| Sandesh Patel |
| Sandesh Patel |
| Ankur Jain |
| Brij Mohan |
| Ravinder Tyagi |

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| GUJARAT (NORTH) | Tata Play Ltd., West Gate, co-working spaces, The Address, 22nd floor, B - Block, SG Highway, Near YMCA Club, Ahmedabad 380015 | 079-60001771 |
| GUJARAT (SOUTH) | Tata Play Ltd., West Gate, co-working spaces, The Address, 22nd floor, B - Block, SG Highway, Near YMCA Club, Ahmedabad 380015 | 079-60001771 |
| 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 |
| 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 |
| 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 |

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| Sandesh Patel |
| Jayesh Joshi |
| Mohit Ghai |
| Rajesh Puri |
| Rajesh Puri |

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| 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 |
| JHARKHAND | Tata Play Limited, 2nd Floor, 168, Uno Business Centre, Patliputra Colony, Patna - 800013. | 0657-6000177 |
| KARNATAKA (NORTH) | Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore -560024 | 080-60001771 |
| KARNATAKA (SOUTH) | Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore -560024 | 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 |

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| Rajesh Puri |
| Vikrant Singh |
| Vijaysivakumar Hariharan |
| Vijayakumar Ramasamay |
| Shaji C |

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| LAKSHADWEEP | TataPlay Ltd, Bizcospace, 8th Floor, Infra Future Building, Opp Bharat Matha College, Seaport Airport Road, Kakkanad, Kochi, Kerala- 682021. | 0484-6000177 |
| MADHYA PRADESH | Tata Play Ltd., Unit 408, Princes 'Business Playlune, Block No 32&33, Scheme No. 54, PU-3, Commercial, A.B. Road, Indore 452010 | 0731-6000177 |
| MUMBAI | Tata Play Ltd, Unit 301 to 305, 3rd Floor, Windsor, Off C.S.T. road, Kalina, Santacruz (East), Mumbai - 400098 | 020-60001771 |
| SOUTH MAHARASHTRA | Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune - 411001 | 020-60001771 |
| PUNE | Tata Play Ltd., UrbanWrk, 5th Floor, Raja Bahadur Mill Road, Sai Radhe Building, Sangamwadi, Pune - 411001 | 020-60001771 |

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| Shaji C |
| Arvind Gupta |
| Pawan Kumar Garg |
| Ravinder Tyagi |
| Saurav Kumar |

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| MARATHWADA | Tata Play Ltd., 506, SAS Business Center, 5th floor, Landmark Building, Ramdaspath Peth, Wardha Road Nagpur - 440010 | 020-60001771 |
| VIDARBHA | Tata Play Ltd., 506, SAS Business Center, 5th floor, Landmark Building, Ramdaspath Peth, Wardha Road Nagpur - 440010 | 020-60001771 |
| MANIPUR | Tata Play Ltd, Unit No. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005 | 033-60001771 |
| MEGHALAYA | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005 | 033-60001771 |
| MIZORAM | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005 | 033-60001771 |
| NAGALAND | Tata Play Ltd, Unit no. 504 & 505, 5th Floor, Kamakhya Tower, Christian Basti, G.S Road, Guwahati – 781005 | 033-60001771 |

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| Anantha Iyer |
| Atul Pawar |
| Monalisa Boruah |
| Monalisa Boruah |
| Monalisa Boruah |
| Monalisa Boruah |

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| ORISSA | Tata Play Ltd, AWFIS – Opposite Nalco Headquarters, Jayadev Vihar, Nandankanan Rd, Nayapalli, Bhubaneswar, Odisha 751013 | 0674-6000177 |
| 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 |
| RAJASTHAN | Tata Play Ltd., Mahima Trinity, Plot No. 5, 2nd Floor, Unit 1, Swage Farm, New Sanganer Road, Jaipur - 302019 | 0141-6000177 |
| 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 |

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| Sarbojit Sarkar |
| Vikrant Sehgal |
| Dilip Kumar Mandal |
| Anamika Chaudhuri |

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| 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 |
| 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 |
| 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 |
| TAMIL NADU CENTRAL | TATA Play LTD, Smartworks Coworking Spaces Private Limited, Center: "Kochar Globe", 5th Floor, Ambedkar Nagar, SIDCO Industrial Estate, Guindy, Chennai – 600032. | 044-60001771 |

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| Vikram Singh |
| Joydeep Roy |
| Vikram Singh |
| K Satheesh Kumar |

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| 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 |
| 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 |
| TELANGANA | Tata Play Ltd., Awfis Space solutions PVT Ltd ,6- 3-112 3rd floor , Oyster complex, Greenlands road , Somajiguda ,Begum pet , Hyderabad , Telangana - 500016 | 040-60001771 |
| HYDERABAD | Tata Play Ltd., Awfis Space solutions PVT Ltd ,6-3-112 3 rd floor , Oyster complex, Greenlands road , Somajiguda , Begumpet , Hyderabad , Telangana - 500016 | 040-60001771 |

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| Srikamesh N |
| Paraneetharan R |
| Manish Kumar Sethi |
| Gautam Adhikari |

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| BANGALORE | Tata Play Ltd., 1st Floor, Block C, Kirloskar Business Park, Bellary Road, Hebbal, Bangalore - 560024 | 080-60001771 | Ashoka B. |
| 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, 11th Floor, Incuspaze, Rohtas Summit, 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 201305 | 0135-6000177 | Rohan Mehra |
| UTTARAKHAND | Tata Play Ltd, Unit No. 2, 4th Floor, Stellar Okas 1425, Plot no. 5, Sector 142 Noida, Uttar Pradesh 201305 | 0135-6000177 | Rohan Mehra |

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 |
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| 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](#)