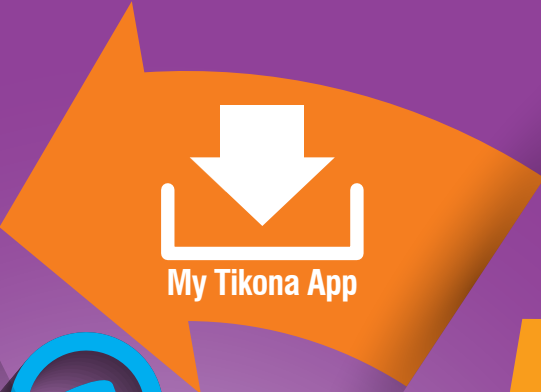



**QUICK
TIPS**





QUICK TIPS



SERVICE ORDERING >>

Subscription to Tikona Home Broadband can be made by the following methods:

- ▶ Toll Free Number: [1800 209 0044](tel:18002090044)
- ▶ Send an Email: sales@tikona.in
- ▶ Fill an [Online Enquiry Form](#)

No subscription amount to be paid to Tikona Infinet Private Limited (TIPL) Sales Executive at the time of placing an order.




<http://www.tikona.in/for-home/broadband-plans/plans/book-now>

[Click here](#) to know more about various tariff plans



<http://tikona.in/for-home/broadband-plans/plans/tariff-plans>



QUICK TIPS




SERVICE INSTALLATION >>

- ▶▶ The authorised TIPL representative will visit the subscriber's premises to carry-out service demo.
- ▶▶ The subscriber is required to pay 'Subscription Amount' as mentioned in the plan details on installation post the service demo at the installation location to the authorised TIPL installation representative only.
- ▶▶ The authorised TIPL installation representative will carry a TIPL ID card. The subscriber can ask the TIPL representative for valid Government ID like PAN card or driving license to verify his identification.

TIPL will not be responsible for any payment made by the subscriber to an unauthorised person claiming to be a TIPL representative.

- ▶▶ Service installation will be done within 3 working days from the date of realisation of subscription amount. In case of cheque payment, service installation shall take 6-10 working days from the cheque's submission date.




QUICK TIPS

- ▶▶ Post successful installation, the TIPL representative will provide Subscriber Registration Form (SRF), which needs to be filled with complete and correct information. The following documents need to be submitted along with the SRF.
 - ▶ Valid Proof of Identity (self-attested A4 size photocopy)
 - ▶ Valid Proof of Address (self-attested A4 size photocopy)
 - ▶ One passport size colour photograph

The subscriber will receive a User ID on his/her registered Email ID and registered mobile number. After the completion of installation, Tikona representative will assist the subscriber in generating the Tikona broadband password through Tikona service login page.

Do not share your User ID and Password with anyone, including Tikona representatives.

You can change your password online through Tikona login page and Self Care portal or contact Tikona Care on 1860 3000 3434, the executive will assist you to set up your new password.



QUICK TIPS

Subscriber can register for Automatic Login. Automatic Login makes it easy to use Tikona Broadband Services by eliminating the need to repeatedly login every time to access Internet.


How to Activate Automatic Login?

- ▶ Login to Tikona Broadband Service using Tikona User ID/Service ID on <https://login.tikona.in>
- ▶ After successful login, Click on "To Register For Automatic Login"
- ▶ Read Terms & Conditions carefully. Re-enter Service Password and Press 'Register'
- ▶ Subscriber will receive One Time Password on Registered Mobile Number (RMN).
- ▶ Enter OTP on Screen and press Register. OTP is valid for only 10 Minutes.
- ▶ Login Free shall be accepted and activated within 2 Hours. Subscriber will receive SMS when Login free is Activated.
- ▶ Restart your Wi-Fi router for the Automatic Login to take effect and enjoy surfing without having to login.

How to de-Register from Login Free Access?

You can de-Register from Automatic Login anytime you want. Please send following SMS from your Registered Mobile Number to 5676708 -

DRLOGIN <SERVICE ID>



QUICK TIPS



SERVICE SUPPORT >>

The subscriber may contact Tikona Care @ 1860 3000 3434. Place a service request via My Tikona App or write to customercare@tikona.in for the following services:

- ▶▶ Information pertaining to service, billing, tariff plan, etc.
- ▶▶ Complaint registration, in case the subscriber has issue/s with the service
- ▶▶ Change of tariff plan, billing address, mobile number or Email ID.

When a request or complaint is placed at Tikona Care, a reference number is provided to the subscriber in order to track the status of the service request/complaint. The subscriber needs to always mention the reference number in all future interactions with Tikona Care to enable better service support.

Subscribers can get live status of the service and complaints request on Notification Tab of My Tikona App.



QUICK TIPS

- ▶▶ You should keep changing your password from time to time to avoid misuse.
- ▶▶ You can change your password through the Reset/Change Password option on the login page or via our Selfcare Portal.
- ▶▶ For technical queries/complaints regarding your connection, subscriber can directly contact the hotline tech support: 39453434 (pre fix local standard codes, standard call rates applicable).

My Tikona App is your extended customer support which enables you to register any service or network connection issues in real time.



QUICK TIPS



BILLING & PAYMENTS >>

Tikona Broadband Service bill delivery is done as per the option registered by the subscriber:

- ▶▶ **Ecopy:** Only e-bill shall be sent to the registered Email ID.
- ▶▶ **Physical copy:** The physical bill shall be sent to the registered billing address. Additionally, e-bill shall be sent to the registered Email ID.

Kindly ensure that bills are paid on time to enjoy seamless service.

The Service Bill can be paid in 4 convenient ways:

1. My Tikona App - helps you to make payments for your account on the go
2. Online Payment - Net Banking or Credit/Debit Card
3. Cash Payment
4. Cheque/Demand Draft

In case a subscriber has paid the Tikona Broadband Service bill through Cheque/Demand Draft without mentioning 10 Digit User ID/ Service ID/ Billing Account Number (BAN) on it, the amount will not get credited to the respective subscriber account. For payment verification, please contact Tikona Care @ 1860 3000 3434 and provide your cheque number, User ID, Service ID, BAN, details of cheque drop box, details of collection executive, if cheque is collected.