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Customer Service

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Helpdesk

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PRICING FOR PUBLIC DEBT MONITORING SYSTEM (PDMS)

1. RECURRENT CHARGES

Subscription per mailbox	Rs 100/month
Transmission charges	Rs 4.5/KB
Every 256Kbps for SHDSL (optional)	Rs 3,000/month

2. USER IDs

Up to three Login IDs will be provided free of charge. A fee of Rs 300 will be charged per additional Login ID.

3. MAILBOX SUBSCRIPTION

Mailboxes can only be de-registered. A fee of Rs **3,000**, and any outstanding charges will be applicable if registration is requested after de-registration.

4. ON-SITE SUPPORT & TRANSPORT RATES

All support and transport rates are subject to change without notice.

5. TRAINING

Free training for 1 person at first time registration. Additional training fees will be Rs 2,500 per person.

7. TERMS OF PAYMENT

- Invoices for services used during a month are issued once the month is over.
- The deadline for payment is 30 days from the invoice date.
- Any invoices unpaid within 30 days of the invoice date will automatically carry a surcharge of 10%.
- There will be no reminder issued for non-payment of invoices.
- Where the amount due together with the surcharge is not paid within **60** days of the invoice date, the service will, at any time, be disconnected without notice.
- On being disconnected, our services will be inaccessible, which can in turn lead to the non-fulfilling of legal obligations, i.e.
 electronic filing and payment of duties, taxes and contributions, etc....
- Reconnection will be only after full payment of all outstanding amounts, including surcharge and reconnection fee. The current applicable reconnection fee is Rs **575** (VAT inclusive).
- All prices are exclusive of VAT, unless otherwise specified.
- · All our charges are non-refundable.