

Terms & Conditions

► Installation:

- a) Installation may be held at client's end or at Idea Tec Ltd. Office as per discussion with client and Idea Tec Ltd. authorized person.
- b) Client should check the LAN card (if not supplied by Idea Tec Ltd.), UTP cables and other communication devices whether it is on or not before calling Idea Tec Ltd. support.
- c) After successfully connecting to internet a Idea Tec Ltd. engineer will give a short demonstration (checking speed, downloading a short file) to client.

► Support and Troubleshooting:

- a) Client may carry their computer to Idea Tec Ltd. office for Internet Troubleshooting, Software Re-installation which is free of cost.
- b) Clients may request Idea Tec Ltd. Support for Troubleshooting, Internet Software Re-installation. In this case clients have to pay Tk.500/- (Five Hundred only)

► Payment:

- a) Establishment cost & first month bill has to be paid in advanced along with the work-order.
- b) Clients will pay bill according to his/her Billing Category.
- c) Bill should be paid by Current billing rates.
- d) Idea Tec Ltd. reserves the rights to change billing rates at any time.
- e) Monthly bill should be paid within the activation date of every month to avoid automatic disconnection.
- f) If any client fails to pay the bill within due time, his/her Account/Connection will be blocked/disconnected without any prior notice.
- g) Clients have to pay a fixed amount as re-opening charge if his/her account is blocked due to non-payment of arrear bills.
- h) Clients Should pay the bill, Either at office or bKash.

► Use:

- (a) The Client can not share his/her Account/Connection with any other party.
- (b) Shared Connection can not be shared in any condition without routing connection.

► Warranty:

- a) Hardware warranty does not include replacement of any kind of spares damaged due to extraneous.
- b) Idea Tec Ltd. does not guarantee any specific quality in the services.
- c) Idea Tec Ltd. is not responsible for any kind of computer virus and spam effect issue.

► Idea Tec Ltd. Rights:

- a) Idea Tec Ltd. will not be responsible for any kind of activity done by the client who is counted as illegal or harmful to the country.
- b) Idea Tec Ltd. reserves the right to modify the above terms & conditions when need.

Fiber Code..... Fiber Start..... Fiber EndTotal Meter, Onu.....Pcs, Patch Cord.....Pcs, TJ box.....Pcs, UTP Cable.....Meter. Equipment for the Internet Connectivity remain Idea Tec Limited Property. When Service Period will end all the mention products must handover to the Idea Tec Limited authority. If All the Mention Products Can't Handover, Company may take Legal Action.