SANKET

Cable and Broadband Services

CUSTOMER SELF CARE PORTAL

Terms & Conditions • Privacy Policy • Refund & Cancellation Policy

Portal	customer.sanketwifi.in
Enterprise name on Udyam	SANKET CABLE AND BROADBRAND SERVICE
Customer-facing name	SANKET Cable and Broadband Services
Udyam Registration No.	UDYAM-WB-07-0036034
Official address	Ratnapur, Singur, Hooghly, West Bengal – 712409
Support	+91 9681538434
Version	2.0
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DOCUMENT STATUS

Customer-facing policy document for the SANKET Customer Self Care Portal. The policies apply to portal use, account services and online broadband recharge/payment functionality.

Prepared for publication on customer.sanketwifi.in

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BEFORE YOU PAY

Check the customer account, selected plan, amount and validity before confirming a recharge. A successful broadband recharge is ordinarily final and cannot be cancelled or refunded.

01 Terms & Conditions

These Terms & Conditions govern access to and use of the SANKET Customer Self Care Portal at customer.sanketwifi.in and related online customer services, including broadband account management, plan information, recharge and payment functionality.

1.1 Service Provider and Name Clarification

The government registration record supplied for this document identifies the enterprise as SANKET CABLE AND BROADBRAND SERVICE, Udyam Registration No. UDYAM-WB-07-0036034. The separate service agreement supplied for reference uses M/S. SANKET CABLE AND BROADBAND SERVICE.

> **NAME / SPELLING CLARIFICATION**
>
> For the SANKET website, Customer Self Care Portal, invoices, receipts, payment acknowledgements, policies, notices, letters and other documents issued from or associated with the portal, SANKET CABLE AND BROADBRAND SERVICE and SANKET CABLE AND BROADBAND SERVICE shall be understood to refer to the same business/service provider. The spelling difference between “BROADBRAND” and “BROADBAND” is not intended to identify two separate entities. This clarification does not change the exact name appearing on the underlying government registration certificate.

1.2 Customer Account

- Customers must provide accurate information and keep their registered mobile number and other contact details current.
- Customers must keep passwords, OTPs and authentication information confidential.
- Customers are responsible for activity performed through their authenticated account, subject to applicable law and verified security incidents.
- Customers should promptly report suspected unauthorised access or suspicious activity.

1.3 Broadband Services and Plans

- Plans, prices, validity periods, speeds and included benefits are those displayed on the portal or otherwise communicated by SANKET.
- Service availability may depend on technical feasibility, network infrastructure, maintenance and upstream network conditions.
- OTT benefits, where included, may be subject to the applicable OTT provider's own eligibility, availability and terms.

1.4 Online Payments

- Payments may be processed through Razorpay or another payment gateway enabled on the portal.
- Before payment, the customer must verify the account/customer ID, selected plan, amount and validity.
- A successful recharge is treated as completed when the payment and corresponding service credit are successfully recorded.
- Customers should retain the payment receipt, order ID, transaction ID or other reference for support and reconciliation.

1.5 Acceptable Use

- The portal must not be used for unlawful activity, fraud, impersonation, unauthorised access or interference with the portal, payment systems or network.
- Customers must not manipulate recharge status, account balances, payment status or service records.

- SANKET may restrict access where reasonably necessary for security, fraud prevention, service protection or legal compliance.

1.6 Service Availability

The portal or broadband service may be temporarily unavailable due to maintenance, technical faults, power or network failures, upstream provider issues, force majeure events or circumstances outside SANKET's reasonable control. Reasonable steps will be taken to restore affected services.

1.7 Customer Responsibilities

- Customers are responsible for having a compatible device, browser and internet connectivity to use the portal.
- Customers should verify recharge details before confirming payment.
- Customers should retain transaction records for future support.

1.8 Intellectual Property

Portal software, design, text, graphics, branding and other materials are owned by or licensed to SANKET or the relevant rights holder. They may not be reproduced, modified, distributed, reverse engineered or commercially exploited without permission, except as permitted by law.

1.9 Third-Party Services

The portal may use or connect with payment gateways, banks/payment networks, OTT providers, hosting providers, network providers and other third-party services. Their services may be governed by separate terms and policies.

1.10 Suspension or Termination

Access to the portal or related services may be suspended or terminated where reasonably necessary because of security concerns, fraud, misuse, non-payment, breach of applicable terms, network/service requirements or legal obligations.

1.11 Changes to Terms

SANKET may update these terms when services, payment arrangements, operational practices or legal requirements change. The latest version made available on the portal will apply from its stated effective date, subject to applicable law.

1.12 Governing Law and Disputes

These terms are intended to be governed by applicable Indian law. Customers should first contact SANKET support to resolve disputes or transaction issues. Where a dispute cannot be resolved amicably, it may be addressed before a competent forum or court having jurisdiction, subject to applicable law.

02 Privacy Policy

This Privacy Policy explains how SANKET may collect, use, retain and protect information when customers use the Customer Self Care Portal, manage their broadband account, contact support or make online payments.

2.1 Information We May Collect

- Account information: name, customer/account ID, registered mobile number, email address and service address where provided.
- Service information: plan, recharge history, validity, service status and related account records.
- Payment information: transaction/order ID, amount, payment status, date/time and gateway reference needed for reconciliation.
- Technical information: IP address, browser/device information, login timestamps and security/diagnostic logs where necessary.
- Support information: information voluntarily provided during complaints, calls, WhatsApp, forms or other support interactions.

2.2 How Information Is Used

- To provide and manage broadband services and customer accounts.
- To process and reconcile online payments and recharges.
- To provide support and investigate transaction or service issues.
- To maintain portal, network and payment security and detect fraud or misuse.
- To send service-related notifications.
- To comply with applicable legal, regulatory, accounting and record-keeping requirements.

2.3 Razorpay and Payment Processing

Online payments may be processed through Razorpay. Necessary transaction information may be transmitted to Razorpay, banks and payment networks to process and reconcile the payment. Customers should enter card details, CVV, UPI PIN and other sensitive payment credentials only into the authorised payment interface. SANKET does not require customers to disclose their UPI PIN to SANKET.

2.4 Cookies and Technical Storage

The portal may use cookies, local storage, session identifiers or similar mechanisms for login sessions, security, necessary preferences and core portal functionality.

2.5 Sharing and Disclosure

Information may be shared where reasonably necessary with payment processors, banks/payment networks, technology and network service providers, OTT/service partners, professional advisers, or government/law-enforcement authorities where required by law or lawful process.

2.6 Data Security

SANKET will take reasonable technical and organisational measures to protect customer information. No internet-based system can be guaranteed to be completely secure.

2.7 Data Retention

Customer and transaction information may be retained as reasonably necessary for service delivery, support, payment reconciliation, fraud prevention, accounting, legal compliance and dispute resolution.

2.8 Customer Requests

Subject to applicable law and legitimate record-keeping requirements, customers may contact SANKET regarding correction of inaccurate account information or questions about handling of personal information.

2.9 Privacy Contact

Privacy or data-related concerns may be raised through the support details provided on the portal: +91 9681538434.

2.10 Policy Updates

This Privacy Policy may be updated when services, technology, payment arrangements or applicable requirements change. The latest version published on the portal will apply from its stated effective date.

PRIVACY IN SHORT

SANKET uses customer information primarily to provide broadband services, manage accounts, process payments, provide support, maintain security and comply with applicable requirements.

03 Refund & Cancellation Policy

This policy applies to broadband recharges and online payments made through the SANKET Customer Self Care Portal.

3.1 Customer-Initiated Cancellation

- Customers should verify the account/customer ID, selected plan, amount and validity before confirming a recharge.
- Once a broadband recharge has been successfully completed and credited/activated, it cannot ordinarily be cancelled, reversed, transferred or voluntarily refunded.

3.2 Successful Broadband Recharge

IMPORTANT

A successfully completed broadband recharge is non-refundable and non-reversible in the ordinary course. This includes situations where a customer changes their mind, selects a different plan, no longer requires the service, or does not use the full validity period. This clause does not exclude any refund, reversal, correction or remedy that is required by applicable law or arises from a verified technical/payment error.

3.3 Failed or Pending Transactions

If the customer's bank/payment account is debited but the recharge is not credited because the transaction is failed, pending or interrupted, the customer should contact support with the transaction/reference ID. SANKET will verify the payment and recharge status. Where an automatic reversal is initiated by the bank, card issuer, UPI network or payment gateway, the time for crediting the amount back is controlled by the relevant financial institution/payment network.

3.4 Duplicate Transactions

If a customer believes the same recharge was paid more than once, both transaction references should be provided. SANKET will verify whether a duplicate payment occurred and will handle a confirmed duplicate according to the applicable payment/reconciliation process and law.

3.5 Wrong Account or Plan

A successful recharge made to the wrong customer account or using an incorrectly selected plan is generally not cancellable or refundable. Any exceptional correction request will be considered only after verification and where operationally and legally permissible.

3.6 Unauthorised Transactions

Suspected unauthorised transactions should be reported promptly to SANKET and the customer's bank/payment provider. Supporting transaction details may be requested for verification.

3.7 Applicable Legal Rights

Nothing in this policy is intended to remove or restrict a right or remedy that cannot lawfully be excluded under applicable law.

04 Payment Support & Customer Assistance

For a payment or recharge issue, customers should provide as much of the following information as available:

- Customer/account ID or registered mobile number.
- Date and approximate time of payment.
- Amount paid.
- Razorpay/payment gateway transaction, order or reference ID.
- Payment receipt or screenshot, if available.

CUSTOMER SUPPORT

Mobile: +91 9681538434
Portal: customer.sanketwifi.in
Customers may also use the support options displayed on the portal.

05 Official Name & Document Usage Clarification

For consistency across the website, Customer Self Care Portal, invoices, receipts, payment acknowledgements, customer notices, policies, forms, letters and other documents issued from or associated with the portal, SANKET CABLE AND BROADBRAND SERVICE and SANKET CABLE AND BROADBAND SERVICE shall be treated as referring to the same enterprise/service provider.

The Udyam Registration Certificate supplied for this policy records the enterprise as SANKET CABLE AND BROADBRAND SERVICE, Udyam Registration No. UDYAM-WB-07-0036034, with the organisation type recorded as Proprietary. It lists the unit as CABLE TV AND BROADBAND SERVICE and the official address as Ratnapur, Singur, Hooghly, West Bengal – 712409.

The service agreement supplied for reference uses M/S. SANKET CABLE AND BROADBAND SERVICE. The difference is expressly recorded in this policy as a spelling/name variation referring to the same business, rather than two different service providers.

Document Information

Document	SANKET Customer Self Care Portal Policies
Version	2.0
Effective date	27 September 2026
Portal	customer.sanketwifi.in
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This document is intended for publication on the SANKET Customer Self Care Portal. It should be read together with any applicable customer service agreement, plan-specific terms, payment-gateway terms and OTT-provider terms.
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