

QUICK TIPS



SERVICE ORDERING >>


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

- ▶ Customer Care Number 1860 3000 3434
- ▶ Write an Email – sales@tikona.in
- ▶ Fill online enquiry form

No subscription amount to be paid to Tikona Digital Networks (TDN) sales executive at the time of placing order.



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


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QUICK
TIPS



SERVICE INSTALLATION >>

- ▶▶ The authorised TDN representative will visit the subscriber's premises to carry out the service demo.
- ▶▶ The subscriber is required to pay the "Subscription Amount" as mentioned in the plan details on installation post the service demo at the installation location to the authorised TDN installation representative only.
- ▶▶ The authorised TDN installation representative will carry a TDN ID card. The subscriber can ask the TDN representative for valid government ID like PAN card or driving license to verify his identification. **TDN will not be responsible for any payment made by the subscriber to an unauthorised person claiming to be a TDN representative.**
- ▶▶ Service installation will be done within three working days from the date of realisation of subscription amount. In case of cheque payment, service installation shall take 6-10 working days from cheque submission date.


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▶▶ Post successful installation, the TDN representative will provide the 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 the User ID on his/her registered e-mail ID and registered mobile number. After completion of installation, the Tikona representative will assist the subscriber in generating the Tikona broadband password through the Tikona service login page.

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A red icon of a headset with a microphone, representing customer service support.

SERVICE SUPPORT >>

The subscriber may contact Tikona Care at 186030003434 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.
- ▶▶ Subscription of Value Added Services - @all Home secured Wi-Fi, Anti-virus with Parental Control Utility and Static IP.

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.



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- ▶▶ 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 Technical Hotline number at 022-40629629



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BILLING & PAYMENTS >>

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

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

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

The Service Bill can be paid in 3 convenient ways:

1. Online payment - Net-banking or Credit/Debit Card
2. Cash Payment - Against valid e-voucher or physical voucher
3. Cheque/Demand Draft

In case a subscriber has paid the Tikona Broadband Service bill through Cheque/Demand Draft without mentioning Billing Account Number (BAN) on it, the amount will not get credited to the respective subscriber account. For payment verification, please contact Tikona Care at 1860 3000 3434 and provide the cheque number, service ID, BAN on it and bank statement copy on Email.