

TERMS OF SERVICE (ToS)

These Terms of Service (ToS) are applicable to all Internet customers ("CUSTOMER") of WorldLink Communications Pvt. Ltd. ("WorldLink")

1. The CUSTOMER agrees to use the service for lawful purposes only. Transmission/reception of any material in violation of any Nepalese law is prohibited. This includes, but is not limited to, copyright material, material legally judged to be threatening or obscene and material protected by trade secrets, gambling or other criminal purposes whatsoever, sending/receiving (from any person) any message which is offensive or immoral, religious slurs on the bases off/from communal or political grounds, or is abusive or of any indecent in nature, obscene or menacing manner, persistently sending message without reasonable case or for causing any threat, harassment, annoyance, inconvenience or needless anxiety to any person. By using the service, the CUSTOMER agrees to abide by the laws of Nepal. The CUSTOMER indemnifies WorldLink from any obligation, responsibilities and liabilities arising out of the use/abuse of services provided by WorldLink. If the CUSTOMER is found to be involved in activities that violate these norms, the account will be terminated immediately. WorldLink will bear no liability in such cases.
2. The service provided is for exclusive use by the CUSTOMER and the CUSTOMER shall not assign or transfer it to any one without the prior written consent of WorldLink and the receiving party.
3. CUSTOMER may not attempt to gain unauthorized access to any other party's communication.
4. CUSTOMER may not generate and send unsolicited e-mails (commonly known as Spam).
5. Customer may not engage in any activity that disrupts the smooth operation of WorldLink's technical infrastructure (such as servers and networks), or any other network or server on the Internet.
6. Any material downloaded, accessed or otherwise obtained through the use of the Internet service provided, is done at the CUSTOMER's discretion and responsibility. The CUSTOMER will be solely responsible for the loss of data and storage of personal communications.
7. CUSTOMER agrees to abide by the rules and regulations prescribed by Nepal Telecomm Authority. If the CUSTOMER is found to be involved in activities which violate these norms, the service may be terminated immediately. The CUSTOMER is solely responsible for such violations and WorldLink shall bear no liability in such case.
8. The service is for exclusive use by the CUSTOMER and may not be resold for commercial benefit. If found, WorldLink reserves the right to terminate the service without prior notice.
9. Any dial-up Internet service provided with the primary Internet service is to be used only when the primary service is unavailable. It is only for backup purpose and must not be used when the primary service is functional. The dial-up Internet service is provided free of charge with any other Internet service (WiZOOOM, WiZOOOMe, Cable, etc) will expire along with the purchased primary service.
10. The customer agrees to pay within 3 days after the successful installation of the internet service. Failure to make timely payments will result in automatic disconnection of the service. If the payment is not made within 3 days after disconnection, WorldLink reserves the right to terminate the service.
11. The customer agrees to pay at the time of purchase for the equipments and other accessories.
12. The total monthly charge is inclusive of software required for the connectivity and unlimited technical support over phone.
13. The CUSTOMER agrees to provide complete contact details, including contact number, email address and a copy of valid identification document (citizenship, driving license or passport). Further, the CUSTOMER is responsible for updating WorldLink of any changes in the contact details provided.
14. The CUSTOMER agrees to pay WorldLink a maintenance fee of Rs. 200/- per visit for the problems found at the CUSTOMER's side, which have occurred due to the negligence of CUSTOMER. However, WorldLink will not charge anything if the problem has developed from its side.
15. The CUSTOMER agrees to pay WorldLink a fee of Rs.1000/- per computer to solve any virus related problems.
16. In case the CUSTOMER shifts the Internet service to another service plan, the CUSTOMER must pay a reconfiguration fee of Rs. 500/- per instance.
17. In case the Internet service is shifted to another location, The CUSTOMER shall pay a shifting charge as per the prevailing policy.
18. If the CUSTOMER fails to renew the service before its expiration, WorldLink has the right to automatically discontinue the service without prior notice.
19. If the service is terminated for any reason, WorldLink will uninstall and take back its belongings from the CUSTOMER's premises. CUSTOMER agrees to provide WorldLink unhindered access to uninstall the equipments within its premises for this purpose. In case of theft and/or loss of the installed equipment, provided by WorldLink, the Customer agrees to reimburse WorldLink for the full value of the missing equipments or replace it.