

## FAQs - JioBusiness solution

### Service Offerings

#### 1. What is JioBusiness solution?

JioBusiness solution is an industry first integrated digital solution founded on three key pillars of Enterprise-Grade Fiber Connectivity (voice and data), Digital Solutions and Device Services. It is a one-stop-shop that brings together multiple services ranging from connectivity, communication, conferencing, productivity, marketing and devices, all in a single solution.

#### 2. What services are packaged in the JioBusiness solution?

You get the following services/ features in the JioBusiness solution:

1. **High Speed Internet (HSI):** Get up to 1 Gbps internet with symmetric upload and download speeds and static IP
2. **IP Centrex :** Stay connected with unlimited voice calls to anyone, anywhere in India
3. **Fixed Mobile Convergence (FMC) :** Never miss a call with features like simultaneous ringing
4. **JioMeet:** Use India's own, up to 24 hrs. secure video conferencing for everyday business
5. **Microsoft 365:** Improve productivity like never before with Office Apps, Outlook mail, OneDrive storage and Microsoft Teams
6. **JioAttendance:** Manage your employee attendance, location and working hours remotely
7. **JioOnline:** Setup, manage and grow your business online, increase social media presence and enable online transactions
8. **Devices:** Get including discounts, extended warranties and onsite support on all devices purchased from Reliance Digital!

All this can be easily managed on our intuitive **Digital Self-Care**, which allows you to manage your service, view performance dashboards, raise support tickets and much more.

### 3. What are the benefits of JioBusiness solution?

- **Take Business Online:** Create website in less than 10 minutes!
- **Run Operations 24x7:** Manage customer, staff and business anytime, anywhere
- **Get One-Stop Digital Partner:** Industry first combo solution for all your work needs
- **Conserve Cash:** Avail benefits of GST and no upfront investment
- **Advisory Service:** Assisted on-boarding for digital services
- **Keep Customers Close:** Connect and engage better across customer lifecycle
- **Avail Additional Benefits :** Get Digital First Business Membership with select plans

### 4. Are any devices bundled with JioBusiness solution?

Yes. JioBusiness solution comes bundled with Business gateway (ONT) and Voice gateway (IAD) device required to activate High Speed Internet (HSI) and Jio IP Centrex services respectively (on select plans).

### 5. Does Jio provide equipment/ device rack?

We do not provide any equipment rack with the service currently. It is advised that you identify an area within your premises that has electrical points and a flat surface to place the Jio devices.

### 6. Does Jio provide a Wi-Fi extender/ booster as part of the JioBusiness solution?

Wi-Fi extender/ booster is not a part of the JioBusiness solution plans. However, if a device is required to extend the Wi-Fi coverage, you have the option to purchase it from the Jio Engineer at the time of installation.

### 7. Is Voice calling free in the plans?

Yes. Free unlimited domestic voice calling is offered with the IP Centrex service as a part of the plans.

## Buying

### 8. Where can I view JioBusiness Solution plans details/ benefits?

You can view JioBusiness Solution plans details and benefits in 'Tariff Plan' section on [www.jio.com/business](http://www.jio.com/business).

**9. How can I buy JioBusiness solution for my business?**

Select members of the Reliance Extended Family will get an email with a unique coupon. Each link opens the campaign page specific to you. You can buy JioBusiness plans directly using the online buy journey that shall open when you click the link.

**10. Is JioBusiness solution available in prepaid & post-paid options?**

Currently, only the option of post-paid plans with advance rental billing is available.

**11. Are plan charges inclusive of taxes?**

The plan charges mentioned are exclusive of taxes.

**12. What are the modes of initial payment available?**

You may choose from any of the following modes, as convenient for you:

- Credit Card
- Debit Card
- Net Banking
- UPI
- Wallets

**13. How will I get the receipt of payment when I buy this service?**

On successful payment, the receipt will be available for download via Self-Care portal.

**14. Do I have an option to claim GST benefit?**

Yes. If you have provided the GST number at the time of payment, the invoice and payment receipt will have the GST Bill Number mentioned and you can claim GST benefit, using the same.

**15. I have not provided the GST number. Can I submit it later?**

You can only submit GST at the point of purchase, or at the time of uploading documents. Currently, the facility to upload GST number is not available post this.

**16. Is there a minimum lock-in period for JioBusiness solution?**

There is no lock-in period. You can continue using the service with the advance rental option, for as long as you wish.

**Onboarding & Activation**

**17. What are the next steps post-payment for this service?**

After successful payment, an activation Email will be sent to your registered Email ID with login details for you to register/ sign-up. You need to use these details and activate your Self-Care account by following the steps on the website. Once you have logged in, you can upload documents and book the installation appointment.

**18. How do I sign-up for my Jio ID/ User ID?**

1. Post successful payment, you will receive a link on your Email
2. Click the link and enter the User ID mentioned in the Email
3. You will receive a One-Time Password (OTP) on your Registered Mobile Number
4. Use this OTP and click on Submit
5. Post this you will be asked to re-set the Password
6. You will then receive a verification link on your registered Email ID
7. Click the verification link to complete the sign-up process
8. Now you will be able to use your registered Email ID/ User ID to access the Self-Care portal and manage your account

**19. What documents do I need to submit to activate my service?**

You need to submit the following documents:

1. Proof of address of the organization
2. Proof of identity of the organization
3. Proof of authorization for authorized signatory of the organization
4. Proof of identity of the authorized signatory

**20. What documents can I submit as proof of address of the organization?**

Please click [here](#) to view the documents that can be submitted as proof of address of the organization.

**21. What documents are required as proof of identity of the organization?**

Please click [here](#) to view the documents that can be submitted as proof of identity of the organization.

**22. What documents are accepted as proof of the identity of the authorized signatory for the organization?**

Please click [here](#) to view the documents that can be accepted as proof of personal identity for authorized signatory for the organization.

**23. What documents are accepted as proof of authorization for authorized signatory of the organization?**

Listed below are the documents accepted as proof of authorization for authorized signatory of the organization

Sr. No	Type of Document (Proof of Authorization for Authorized Signatory of the Organization)
1	Memorandum of Association
2	Power of Attorney (along with linkage proof)
3	Board Resolution with letter of authority on organization's letter head Signed by Company Secretary
4	Board Resolution with letter of authority on organization's letter head (along with linkage proof if signed by any person other than CS)
5	Certificate from Bank certifying the person as Authorized Signatory
6	Proprietorship Deed
7	Partnership Deed
8	GST certificate having name/designation of the Authorized Signatory
9	Any document issued by Government authorities establishing the authorization of AS e.g. Shop & Establishment Certificate, Labour Certificate, EXIM Certificate
10	Self-Authorisation on Govt letterhead

**24. When and where can I submit the required documents for this service?**

You can upload the documents at any point in time by logging into your Self-Care portal. However, the installation appointment can only be booked once the documents are uploaded.

**25. Are there any file size restrictions for uploading the documents?**

The file size should be less than 2 MB for each document.

**26. Do the documents have to be in any specific format?**

Documents must be in PDF, PNG or JPG format.

**27. Will I be able to submit partial documents for verification?**

You can upload your documents in stages. However, the verification process can happen only after all the required documents are uploaded.

**28. How long will it take to verify the documents?**

Documents are verified within the same working day. Documents submitted post 6 pm will be verified the next day.

**29. Can I book the installation appointment before my documents are verified?**

Yes, you can book/ schedule an Engineer's visit for installation as soon as you upload your documents. Verification happens as a parallel process.

**30. How will I know if any of the documents are rejected?**

You will receive an Email/ SMS notification with the status of your documents. You can login to the Self-Care portal to view and update the specific documents that need correction.

**31. How will I know when my documents are verified?**

On successful verification of documents, your order will be processed and an Order Reference Number (ORN) will be generated. You will be notified via Email/ SMS. You can also log into the Self-Care portal and view the order status.

**32. How can I schedule an appointment for the Installation Engineer?**

You can schedule the Installation Engineer visit only after uploading your documents. Log into the Self-Care portal post document upload and select the date and time for the Engineer visit.

**33. How do I complete the 'KYC' formalities for this service?**

You need to log into the Self-Care portal. Post document verification, you will be able to see Business CAF. Please download, print and fill details where required. Attach a recent passport size photograph, sign the forms and put the Company/ Corporate stamp. Please handover the completed form to the Jio Installation Engineer at the time of visit.

**34. How can I track my order, once it is generated?**

You will be able to check the status of your order by logging into the Self-Care portal at [www.jio.com/business](http://www.jio.com/business)

**35. How long will it take for my service to get activated post order generation?**

Once documents are verified, order is generated and the Installation Engineer visits your location for installation and completes the 'KYC', your service will get activated.

## Customer Service

**36. How do I access Business Self-Care portal?**

You can login to your Self-Care at [www.Jio.com/business](http://www.Jio.com/business) using your User ID/ registered Email ID.

**37. Can I check my plan details and usage on Self-Care?**

You can check plan details and usage on Self-Care. Once you log in, you will need to click on the respective service link to check the required details.

**38. Who should I reach out to for any issues with this service?**

You may do the basic troubleshooting from Self-Care. If the issue persists, please contact Jio Business care at 1800 8899 444 or write to [businesscare@jio.com](mailto:businesscare@jio.com)

**39. Can I change my plan?**

Plan change, upgrade/ downgrade features will be available soon.

**40. I am an existing JioFiber subscriber. Can I switch to JioBusiness solution?**

Please write to us at [business@jio.com](mailto:business@jio.com) if you wish to get JioBusiness solution for your business. Our team will get in touch with and help you pick the right plan as per your business need.

**41. I am unable to open or view properly [www.jio.com/business](http://www.jio.com/business) website?**

Kindly clear your browser history and try again. For better user experience please, check if you are using these browser versions i.e. Chrome 1.0 or higher and Internet explorer 7 or higher.

**Bill & Pay**

**42. Is a change in the billing cycle possible?**

Currently, the bill cycle date is fixed that is 1<sup>st</sup> of every month.

**43. If I made an excess payment what is the refund process?**

The excess amount paid will get adjusted in the next bill.

**44. Do I have an option to deduct TDS?**

Yes. You can opt for TDS deduction and select the TDS rate at the time of registering for Auto Pay. Please ensure that you submit the TDS certificates to Jio on timely basis.

**45. What is the benefit of JioAutoPay?**

JioAutoPay is a convenient method to pay your bills automatically as per the billing cycle and the due date, using your bank account. This helps you avoid late fees, relieving you from having to remember the due date and getting multiple reminders.



46. What is e-NACH?

e-NACH stands for Electronic National Automated Clearing House. It is introduced by National Payment Corporation of India (NPCI) and allows service providers to automate recurring payments (Autopay) from bank accounts.

47. What are the requirements for using e-NACH?

There are two ways to use e-NACH. The requirements for both are as below.

**With Bank Account:** You should have a savings/ current account in a bank (bank should be part of participating banks list of e-NACH through Net Banking) accessible through personal net banking and not corporate banking. Login credentials of such bank account should be available with you for authentication.

**With Debit Card:** You should have a debit card (debit card issuer bank should be part of participating banks list of e-NACH through debit card) and its authentication details.

48. Which current accounts typically have personal net banking facility?

Typically banks give personal net banking facility to individual and proprietor current accounts.

49. Do banks issue debit cards to current account holders?

Yes, banks issue debit cards to current account holders.

50. If my savings/ current bank account does not have personal net banking facility, how can I sign up for JioBusiness?

If you don't have personal net banking facility, you can use the debit card associated with the account to sign up for JioBusiness (debit card issuer bank should be part of participating banks list of e-NACH through debit card).

51. What if I don't have a debit card associated with my savings/ current bank account?

If you don't have debit card associated with your current/ savings account, use alternate payment options such as Paytm Payments bank to do e-NACH registration.

52. What is the purpose of the Rs. 30,000 Maximum transaction limit on the Bank's ENACH registration page?

The transaction limit is a safeguard for you. The limit of 30,000 has been set as the maximum authorized amount that can be debited per transaction. Please note that the debit amount will never be more than the total Jio invoice amount. Which is as per the plan opted by you.

53. If I have a corporate account which does not support Personal Net banking, how can I sign up for JioBusiness?

You can use debit card associated with the account (debit card issuer bank should be part of participating banks list of e-NACH through debit card).

54. What if I don't have a debit card associated with my corporate bank account?

In such case, use alternate payment options such as Paytm Payments bank to do e-NACH registration.

55. Why is the maximum transaction limit greater than the plan rentals?

The maximum transaction limit is maintained at a higher limit than the monthly plan rentals to avoid re-registration every time you upgrade a plan/ subscription or if you go for add-ons.

56. What amount will I have to pay through JioAutoPay?

You will pay the amount mentioned in the invoice shared with you through JioAutoPay.

57. Can Jio charge more than my monthly bill through JioAutoPay and in what instance?

The debit amount through JioAutoPay will be basis your invoice amount only.

58. Will Jio be sharing the monthly invoice before the JioAutoPay debit?

We will share the invoice as per the bill cycle. Auto Debit will happen around bill due date. Pre-debit notification will be sent to you before the actual debit so that you can keep sufficient balance in the account at the time of debit.

59. Which are the banks live on NACH for JioAutoPay?

Path to access the list of banks live on NACH for JioAutoPay:-

[https://www.npci.org.in/what-we-do/nach/live-members/e-mandates/Live\\_Banks\\_in\\_API\\_E-Mandate](https://www.npci.org.in/what-we-do/nach/live-members/e-mandates/Live_Banks_in_API_E-Mandate).

60. What should I do If my bank is not in the list of NACH affiliated Banks?

If your bank is not in the list of NACH affiliated banks, then use alternate payment options such as Paytm Payments bank to do e-NACH registration.

61. How can I use alternate payment options such as Paytm Payments bank to do e-NACH registration?

You need to first get registered on the Payments bank (e.g. Paytm Payments bank is a NACH affiliated bank). Your account can then be attached to the Payments Bank and JioAutoPay registration can be completed.

62. I encountered an error during JioAutoPay registration. Why does this happen?

You may have encountered the error due to multiple reasons such as downtime at NPCI / Acquirer bank / Issuer bank (your bank), delay in entering the required details leading to time-out, Issuer bank not supporting e-NACH etc. Post creation of ENACH Debit Mandate, if it is rejected by NPCI / Bank, it displays the actual reason for rejection.

63. Is Auto Pay mandatory for this service?

Yes. Auto Pay is mandatory. With Auto Pay you can rest easy and not worry about bill due dates. And, your service continues with no disruptions.

64. Once I register for Auto Pay, on which date will the charges get deducted?

The charges will be deducted five days before the due date, every month.

**65. What if the payment fails with Auto Pay?**

On the second consecutive failure within the same bill cycle, the Auto Pay option will be revoked. Post this, unfortunately, the service will be suspended.

**66. What is One-time refundable amount?**

One-time refundable amount collected at time of plan purchase, is the deposit for Jio provided devices (ONT Modem and Voice Gateway - IAD). If you choose to discontinue the service, you will receive a refund of your eligible security deposit amount, provided the installed devices are returned in good and working condition only after adjusting the unpaid dues if any. Security deposit will be refunded through National Electronic Funds Transfer (NEFT) in your account. Refund may take up to 60 days from the date of cancellation request received.