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Partner Agreement and Terms & Conditions

Version 1.0 · effective 30 October 2026 · Akontec Synergy Pvt Ltd (CIN U70200WB2026PTC288824)

Platform pack
3, 6 or 12 months
One pack for the team

Payouts
Every Friday
Requests made by Thursday

Commission
₹0
No per-project fee

Quality reserve
10% for 30 days
Then released to you

Disputes
7 days
On a rejected task

Income
Not guaranteed
Paid for approved work

Read this first: the 11 key points

If the English and Hindi differ, the English text applies.

1 This is a legal agreement between your team or center and Akontec Synergy Pvt Ltd. You work as an independent partner. You are not an employee of Akontec or of its clients.

यह आपकी टीम या सेंटर और Akontec Synergy Pvt Ltd के बीच एक क़ानूनी समझौता है। आप एक स्वतंत्र पार्टनर के रूप में काम करते हैं। आप Akontec या उसके क्लाइंट के कर्मचारी नहीं हैं।

2 Your income is NOT guaranteed. You are paid only for tasks that pass our quality check (QC). Work can run out, change or stop at any time.

आपकी कमाई की कोई गारंटी नहीं है। पैसा सिर्फ़ उन टास्क का मिलता है जो हमारी क्वालिटी जाँच (QC) में पास होते हैं। काम कभी भी कम, बदल या बंद हो सकता है।

3 The platform fee (3-month, 6-month or 12-month pack) is NON-REFUNDABLE once the payment is verified, even if you do not use the pack fully. It is not an investment, a deposit, or a payment for guaranteed work or income.

प्लेटफ़ॉर्म फ़ीस (3, 6 या 12 महीने का पैक) पेमेंट वेरिफ़ाई होने के बाद वापस नहीं होती, भले ही आप पैक पूरा इस्तेमाल न करें। यह निवेश, डिपॉज़िट या पक्के काम/कमाई की गारंटी का पैसा नहीं है।

4 Every new team or center needs one platform pack before training and live work. There is no per-project fee.

हर नई टीम या सेंटर को ट्रेनिंग और लाइव काम से पहले एक प्लेटफ़ॉर्म पैक लेना होता है। प्रोजेक्ट के हिसाब से अलग फ़ीस नहीं है।

5 Pay only inside your Akontec account (My plan & payments), to the official account shown there. Never pay any person. Akontec never takes a cut of your earnings and never charges per project.

पेमेंट सिर्फ़ अपने Akontec अकाउंट (My plan & payments) में दिखाए गए आधिकारिक खाते में करें। किसी व्यक्ति को कभी पैसे न दें। Akontec आपकी कमाई से कमीशन नहीं लेता और प्रति प्रोजेक्ट कोई चार्ज नहीं करता।

6 A share of every approved payment (currently 10%) is held as a quality reserve for a fixed period (currently 30 days) and then released automatically. It is lost only if a strike for fake or copied work, or for misrepresenting Akontec, is upheld.

हर मंज़ूर पेमेंट का एक हिस्सा (अभी 10%) कुछ समय (अभी 30 दिन) के लिए क्वालिटी रिज़र्व में रुकता है और फिर अपने-आप मिल जाता है। यह सिर्फ़ तब जाता है जब नकली/कॉपी काम या Akontec की ग़लत पहचान बताने का स्ट्राइक सही पाया जाए।

7 New teams are on probation: their first tasks are all checked until quality reaches the required level. Three strikes in 12 months can suspend your account. You can dispute a rejected task within 7 days.

नई टीमें प्रोबेशन पर रहती हैं: शुरू के सारे टास्क जाँचे जाते हैं, जब तक क्वालिटी ज़रूरी स्तर पर न पहुँच जाए। 12 महीनों में तीन स्ट्राइक पर अकाउंट सस्पेंड हो सकता है। रिजेक्ट हुए टास्क पर 7 दिन के अंदर विवाद कर सकते हैं।

8 Payouts are weekly: withdrawals requested by Thursday are normally paid on Friday. Withdrawals need KYC, go only to a bank account or UPI in the name on your KYC, and have a minimum amount. You are responsible for your own taxes.

पेमेंट हर हफ्ते होता है: गुरुवार तक की withdrawal request का पैसा आम तौर पर शुक्रवार को मिलता है। पैसे निकालने के लिए KYC ज़रूरी है, पैसा सिर्फ़ आपके KYC वाले नाम के बैंक खाते या UPI में जाता है, और एक न्यूनतम रक़म होती है। अपने टैक्स की ज़िम्मेदारी आपकी है।

9 Only the team leader or center owner adds agents and creates their logins. Each pack has a seat limit and a limit on projects at a time. A pack ends on its end date and does not renew by itself.

एजेंट सिर्फ़ टीम लीडर या सेंटर ओनर जोड़ते हैं और उनका लॉगिन बनाते हैं। हर पैक में सीटों और एक साथ चलने वाले प्रोजेक्ट की सीमा होती है। पैक अपनी अंतिम तारीख़ पर ख़त्म हो जाता है और अपने-आप रिन्यू नहीं होता।

10 You are responsible for your agents, for following the law (including calling and recording rules) and for keeping client data confidential. Never ask a customer for an OTP, PIN, password or card number.

अपने एजेंट, क़ानून के पालन (कॉलिंग और रिकॉर्डिंग के नियमों सहित) और क्लाइंट के डेटा की गोपनीयता की ज़िम्मेदारी आपकी है। ग्राहक से कभी OTP, PIN, पासवर्ड या कार्ड नंबर न माँगें।

11 We may update this agreement. You will be asked to accept the new version. Accepting online is legally binding, and we keep a record of when and how you accepted.

हम इस समझौते को अपडेट कर सकते हैं। तब आपसे नया वर्ज़न स्वीकार करने को कहा जाएगा। ऑनलाइन स्वीकार करना क़ानूनी रूप से बाध्यकारी है और हम आपकी स्वीकृति का रिकॉर्ड रखते हैं।

The full agreement

1 Parties and the documents that form this agreement

This Partner Agreement and Terms & Conditions (the **"Agreement"**) is made between **Akontec Synergy Pvt Ltd** (CIN U70200WB2026PTC288824) (**"Akontec"**, **"we"**, **"us"**), which operates Akontec BPO Projects at bpo.akontec.com (the **"Platform"**), and the person who accepts it online for themselves and for their BPO team or BPO center (the **"Partner"**, **"you"**).

The Agreement is made up of: (a) this document; (b) the Terms of Use; (c) the Payment & Wallet Policy; (d) the Privacy Policy; (e) the Community Guidelines; and (f) the guide, acceptance criteria and payout rule published for each project you work on (together the **"Policies"**). If a Policy and this Agreement say different things for a Partner, this Agreement applies.

2 Who can accept, and on whose behalf

- You must be 18 or older and legally able to work in India.
- If you accept for a team, center or company, you confirm that you are authorised to bind it. The team leader or center owner is the contracting party. Agents who work under an approved team or center accept the Agent Terms in Annex A.
- One person may hold one account. Duplicate or shared accounts may be closed and their unpaid earnings withheld.

- You must give true, complete and current details (including KYC) and keep them up to date. Giving false details is a breach of this Agreement.

3 Your status: independent partner, not an employee

Akontec BPO Projects is a work distribution platform. Akontec and its clients publish projects made up of defined tasks, and approved partners complete them. You act as an independent service provider.

- Nothing in this Agreement creates employment, agency, partnership or joint venture between you and Akontec or any client.
- You are not authorised to represent Akontec or a client, to make commitments or promises on their behalf, or to contact or deal with Akontec's clients outside approved channels, during this Agreement or for 12 months after it ends.
- There is no exclusivity. Akontec does not promise you any minimum volume, minimum income, particular project or particular period of work.
- You provide your own computer, internet, phone, headset and workspace, and you bear your own costs of doing the work.

4 Projects, tasks and client work

- All projects on the Platform are client projects that Akontec offers. Projects, tasks, rates, rules and eligibility can be added, changed, paused or withdrawn at any time, including because a client changes or ends its work. Changes apply to tasks not yet completed.
- Access to a project is given after verification, application, approval and the project's training and qualification test. Access can be restricted or withdrawn at any time. Some projects are assigned by Akontec and cannot be applied for.
- Each project publishes a work definition, acceptance criteria, payout rule, quality rule and validation method. By taking a project you agree to follow them.
- Opened (reserved) tasks are held for a limited time and are released if not submitted.
- The number of tasks available is not guaranteed. Tasks can run out. Showing a task count or an example day on a project page is not a promise that you can complete that volume or earn that amount.

5 The platform fee

Platform pack. To work on projects, a new team or center chooses and pays for one platform pack (3 months, 6 months or 12 months) after its first project is approved, as shown on the Pricing page and in My plan & payments at the time of purchase. Training and the qualification test are included. Prices include GST and there is no per-project fee.

Plans, seats and projects. The current plans are:

Plan	Seats	Projects at a time	3 months	6 months	12 months
Starter	Up to 3	2	₹12,150	₹22,500	₹36,000

Plan	Seats	Projects at a time	3 months	6 months	12 months
Business	Up to 5	3	₹18,000	₹33,000	₹54,000
Enterprise	Up to 10	5	₹28,500	₹54,000	₹81,600

Prices include GST and assume every seat for the whole period. A team that outgrows its plan moves to a bigger plan; there are no add-on seats. Current prices are always those on the Pricing page and in My plan & payments.

Pack period and renewal. A pack starts when the payment is verified and ends on the end date shown in your account. It does not renew by itself. When it ends, training and live work stop until the team pays for a new pack; earned balances stay yours and can still be withdrawn. A new price applies to new purchases and renewals, not to a pack already paid for.

Teams that registered earlier. A team that registered before packs became mandatory may keep working without a pack until Akontec gives notice that a pack is required.

What the platform fee is. It is a fee for access to the Platform for the pack period: the work panel, quality checks, payouts, training, support and server maintenance. It is **not** an investment, a deposit, a security, a share of any business, a payment for any particular project, or a payment for guaranteed work or income. It is not charged on your earnings.

Non-refundable. Once a platform fee payment is verified, it is **non-refundable**, including if you do not use the pack fully, if work is limited or paused, if you do not qualify for a project, or if the account is suspended or closed. This applies to first packs, renewals and upgrades. The only exception is a payment taken twice by mistake, or a payment that failed while money left your account: write to support@akontec.com and we will return the extra amount.

How to pay. Pay only through My plan & payments in your Akontec account, to the official account shown there, and send the UTR reference as asked. Never pay a person, an agent, a "manager" or any other account. Akontec never asks you to pay per project, never takes a share of your earnings, and never asks for money for approval, training, tests or withdrawals. You receive a GST invoice and receipt for every verified payment. Report any other request for money to support@akontec.com.

Agents. Agents who work under an approved team or center pay nothing to Akontec.

6 Your earnings, reserve and withdrawals

- **Paid only for approved work.** A task is paid at the project's payout rule only when it meets the acceptance criteria and is approved, automatically or by a QC reviewer. Submitted tasks awaiting validation are pending and cannot be withdrawn. Rejected tasks are not paid; the reason is shown. Practice in a Demo Trial is not saved and is not paid.
- **Probation.** A newly approved team receives work in small batches and every task is quality-checked until it reaches the approved-task count and quality level shown on its dashboard (currently the first 50 tasks, with full volume at 90% quality).

- **Quality reserve.** A share of each approved payment (currently 10%) is held as a quality reserve for a fixed period (currently 30 days) and then released to your available balance automatically. It is your money, not a fee. It is forfeited only if a strike for fake or copied work, or for misrepresenting Akontec, is upheld; if that strike is withdrawn on review, it is restored. Akontec may change the reserve share or period for future payments after notice.
- **Reversals and adjustments.** If a later audit finds that approved work did not meet the acceptance criteria, or that the work was fake, copied, automated or duplicated, the related earnings may be reversed, and may be set off against your other balances, with a ledger entry stating the reason. Adjustments are made only by finance staff and are recorded in the audit log.
- **Disputes.** You can dispute a rejected task within 7 days from the Disputes page. A senior reviewer decides, normally within 3 working days. If the dispute is accepted, the task is approved and paid.
- **Withdrawals.** You may withdraw available balance (currently a minimum of ₹500 and a maximum of ₹25,000 per day) to a UPI ID or bank account in the name on your verified KYC. **Withdrawals are paid weekly:** you can make a request on any day, requests made by Thursday are normally paid on Friday, and later requests go to the next Friday. Timing also depends on banks and payment partners, and Akontec is not liable for their delays. A failed or rejected withdrawal is returned to your wallet in full. KYC must be completed before withdrawal.
- **Taxes.** You are responsible for your own income tax, GST and other taxes and registrations. Akontec may deduct tax at source or report payments where the law requires it.
- **Mistakes.** If a payment is credited to you by mistake, you must tell us and we may reverse it.

7 No guarantee of income, and the risks you accept

Please read this section carefully. By accepting this Agreement you confirm that you understand the following.

- **No guaranteed income.** Akontec does not guarantee any income, minimum volume, project, rate, approval rate or period of work. Any figure shown on the Platform, in a video, on the Pricing page, in an earnings planner or example, or told to you by anyone, is an illustration based on assumptions, not a promise or forecast.
- **Work can change or stop.** Clients may reduce, pause, change or end work. Tasks can be fewer than expected or run out. Rates and rules can change for future tasks.
- **Quality decisions.** You are paid only if your work passes quality checks. Rejections, reversals, reserve forfeiture, strikes and suspension can reduce or stop your earnings.
- **You spend money and time before you earn.** You bear your own costs (equipment, internet, phone charges, staff, time and the platform fee). You may earn less than you spend. The platform fee is not refundable.
- **Technology and third parties.** The Platform, your internet, your phone, Microsoft Phone Link or other third-party tools, banks and payment partners can fail or change. We are not responsible for services we do not control.

- **Legal and compliance risk.** Calling, recording, messaging and data work are regulated (for example do-not-disturb rules, consent to recording, data protection law). You are responsible for your own compliance and that of your agents.
- **Scams.** People may pretend to be Akontec and ask for money. Akontec asks for payment only inside your Akontec account (My plan & payments).

8 Quality, strikes, suspension and ending the relationship

- **Strikes.** A strike is a written warning for fake or copied work, a missed commitment, a rule violation, or misrepresenting Akontec. Every strike states its reason and can be challenged through support. Reaching the strike limit within 12 months (currently three) suspends the account.
- **Suspension.** We may suspend or restrict an account, a project or a payout while we investigate fraud, quality breaches, legal risk or a breach of this Agreement. You will be told the reason and may respond through support.
- **Ending.** You may close your account at any time after withdrawing your available balance. We may end this Agreement and close an account for a serious or repeated breach, for fraud, or if we stop operating the Platform or a project, by giving notice (immediately where the breach is serious).
- **What happens to money.** Approved earnings that are available are paid out to your verified account. Reserves are released on schedule unless forfeited under section 6. Earnings from fraudulent, fake or duplicated work are not paid and may be reversed. The platform fee is not refunded on suspension, closure or ending of this Agreement.

9 Your responsibilities

- **Team leaders and center owners** are responsible for the performance, quality and conduct of every agent in their team or center, for agents' compliance with this Agreement, and for paying their agents. Akontec pays the team or center, never its agents individually.
- **Adding agents.** Only the team leader or center owner adds agents, inside the plan's seat limit, by creating each agent's login. Agents cannot register or join a team themselves. Share a password only with that agent, and ask them to change it. You must add only real people who have agreed to work with you, and remove anyone who leaves.
- **Do the work yourself, honestly.** Do not submit invented, copied, automated or duplicated output where manual work is required. Do not use fake or shared accounts. Do not pay or ask others to take qualification tests for you.
- **Calling projects.** Follow the call script and project guide, identify yourself and Akontec, respect do-not-call requests at once, obey the applicable telecom and do-not-disturb rules, and record calls only as the project allows. Never ask a customer for an OTP, PIN, password or card number. Do not promise prices, results or discounts that the project does not allow.
- **Do not** misrepresent Akontec, charge anyone to join the Platform, or share your login.
- **Keep your login private.** You are responsible for all activity on your account.

- **Tell us promptly** about any change in your details, any suspected fraud, any data breach, or any dispute that may affect a client.

10 Confidentiality, client data and your personal data

- **Client and task data.** Task data belongs to Akontec or its clients. Use it only to complete the task. Do not copy, store, screenshot, forward or disclose it outside the task screen, during and after this Agreement.
- **Your personal data.** We collect and process your details, KYC documents, bank/UPI details, call recordings, work activity and device information to run the Platform, verify you, pay you, check quality, prevent fraud, comply with law and support you, as set out in the Privacy Policy and in line with applicable Indian data protection law. By accepting this Agreement you consent to this processing.
- **Recordings.** Calls made through the work panel may be recorded and reviewed by QC and kept for a limited period (currently 90 days). You must make sure that people you call are told that the call may be recorded.
- **Your duty as a processor of others' data.** You must keep customer and client personal data safe and use it only for the project.

11 Intellectual property

The Platform, its software, designs, training materials, videos and brands belong to Akontec. You get a limited, personal, non-transferable right to use them to do the work. The work product you deliver on a project belongs to the client or Akontec, as the project states, once it is approved and paid. You must not copy, resell or reverse-engineer the Platform or training content.

12 Your promises, and compensation for losses you cause

You promise that your details are true, that you have the right to accept this Agreement, that you will follow the law, and that your work will not infringe anyone's rights. You agree to compensate Akontec and its clients for losses, claims and costs (including reasonable legal fees) that arise from your breach of this Agreement, your fraud or wilful misconduct, your breach of confidentiality or data protection duties, or an unlawful act of you or your agents.

13 Disclaimer and limit of liability

- The Platform is provided on an "as available" basis. To the extent the law allows, Akontec gives no warranty that it will be uninterrupted or error-free, or that any project, task, income or result will be available.
- To the extent the law allows, Akontec's total liability to you for any claim arising from this Agreement or the Platform is limited to the approved but unpaid earnings in your wallet, and Akontec is not liable for loss of income, loss of opportunity, loss of profit, or indirect or consequential loss.
- Nothing in this Agreement limits liability that cannot be limited by law, or limits your rights under the law that cannot be waived.

14 Events outside our control

Neither party is liable for delay or failure caused by events outside its reasonable control, such as natural events, power, internet or network failure, government action, banking or payment-system disruption, or a client's decision to stop work.

15 Changes to this Agreement, and how long it lasts

- This Agreement starts when you accept it online and continues until your account is closed or it is ended under section 8.
- We may update this Agreement or a Policy, for example for law, safety, fees or how the Platform works. We will tell you by email and in your account and ask you to accept the new version. A change that affects fees or earnings applies to future payments and tasks. If you do not accept a new version, you cannot apply for projects, pay a platform fee or start new work until you do, and you may close your account.
- Sections that by their nature continue (including payment, reversal, confidentiality, intellectual property, indemnity, liability, dispute resolution and this section) survive the end of this Agreement.

16 Accepting online, and our records

- You accept this Agreement electronically by ticking the acknowledgements, typing your full name and pressing **Accept** in your account. This is a valid electronic contract under the Information Technology Act, 2000, and has the same effect as a signed paper agreement.
- We keep a record of your acceptance: your name, account, the version accepted, the date and time, the acknowledgements you ticked, and technical details such as your IP address and device. We may rely on this record as evidence.
- You can download this Agreement as a PDF before and after you accept, and we email you a confirmation of your acceptance.

17 Notices and communication

We may give you notices by email, in your Akontec account, by notification, by SMS or by WhatsApp, using the contact details in your account. You must keep them current. You can write to us at **support@akontec.com** or call **+91 99944 61072**. A notice we send to your registered contact details is treated as received.

Complaints and grievances. Write to **support@akontec.com** with your account details. We acknowledge a complaint within 2 working days and aim to resolve it within 30 days.

18 Governing law and settling disputes

- This Agreement is governed by the laws of India.
- If you have a concern or complaint, first write to support@akontec.com. We will acknowledge it and try to resolve it in good faith, normally within 30 days.

- If it cannot be resolved that way, the courts at Kolkata, West Bengal, India have exclusive jurisdiction, except that either party may seek urgent relief from any competent court to protect confidential information or prevent fraud.

19 General

- **Entire agreement.** This Agreement and the Policies are the whole agreement between you and Akontec about the Platform and replace anything said or written earlier. Marketing material, videos and statements by staff or agents are not part of it unless written in it.
- **If part is invalid**, the rest still applies. **No waiver:** not enforcing a right does not give it up.
- **No transfer by you.** You may not transfer this Agreement. Akontec may transfer it to a group company or a successor.
- **Language.** The English text prevails. The Hindi Key Points are provided to help you understand; if they differ, the English text applies.

A Agent Terms (for agents working under a team or center)

If you are an agent who works under an approved team or center, the following also apply to you:

- You work under your team leader or center owner, who is responsible to Akontec for your work and conduct. Akontec may share your performance, quality and earnings information with them.
- Your team leader or center owner creates your account and gives you your login. Keep it private and change the password when you first log in. You accept this Agreement yourself before you start work.
- You pay nothing to Akontec to register, train, work or withdraw. Do not pay anyone for work, approval or tests. Your team leader may ask you to share cost of equipment or other arrangements only outside Akontec; Akontec is not part of those arrangements.
- **Akontec pays your team leader or center owner, not you.** All approved earnings for work done by you and your team are credited to the team's or center's wallet. Your team leader or center owner is responsible for paying you, on the terms agreed between you, and Akontec is not responsible for those payments. You can see your work and quality, not payment amounts.
- Sections 3, 6 to 10, 12, 13 and 16 to 19 apply to you in the same way as to a team or center, including no guarantee of income, quality checks, reserve, strikes and confidentiality.

B Company laptops (only if your team takes one)

- A team leader or center owner may ask Akontec for laptops for agents. Each request needs Akontec's approval.
- There is no monthly rent. A refundable deposit (currently ₹10,000 per laptop) is paid inside your Akontec account before the laptop is issued, against a receipt. It is not a platform fee.
- Each laptop is issued with a serial number and stays the property of Akontec. Use it only for work on the Platform, keep it safe, and do not sell, lend or pledge it.

- The deposit is refunded when the laptop comes back in working condition. Any deduction for damage or missing parts is stated with its reason. A laptop that is not returned forfeits its deposit, and Akontec may recover any further loss.

How to accept online

1. Log in
Open the Partner Agreement step in your account.

2. Read it
Scroll to the end and tick the 7 acknowledgements.

3. Sign
Type your full name and press Accept.

You cannot apply for projects, pay a platform fee or start work until the current version is accepted. We keep a record of your acceptance and email you a confirmation with this PDF.

Important: Your income is not guaranteed. The platform fee is non-refundable once the payment is verified. Pay only inside your Akontec account, never to a person. Questions before you accept? Write to **support@akontec.com** or WhatsApp **+91 99944 61072**.