



PEGASUS DATAWORKS

A VIRTUAL NETWORK

HELPLINE NUMBER: 7278979301 (SMS support,
for registered agents only)

EMAIL SUPPORT: pegasus.dataworks@yahoo.com

TERMS AND CONDITIONS: FOR QLINK USERS ONLY

1. The agent must have a proper internet connection. Problems arising due to faulty internet connections will not be entertained by Pegasus Dataworks.
2. No voice calls will be supported at Pegasus Dataworks. In cases of emergency, the agents are advised to drop an sms to the Helpline Number, to which reply will be sent within 5 hours. Otherwise, agents/non-agents are requested to use Email Support for general enquiries/feedbacks/complaints to which reply will be sent within 72 hours.
3. An average of 6000 captchas has to be entered per day. In case any agent enters 42,500 captchas in less than 7 consecutive days, he/she can take the next 2 days off.
4. Error margin of entered captchas should not cross 5 in every 100 (95% minimum correctness required).
5. In case an agent fails to comply with §. 3 and/or §. 4, his/her registration is liable to be cancelled, or he/she will be penalized by a deduction in salary. If an agent fails repeatedly, he/she will be permanently banned.
6. Salary will be paid within 40th working day from the commencement of your work. However, in extreme cases, salary payment might be delayed till the 50th working day.
7. The rate of captchas varies with time of the day. It is usually higher at night hours than at day hours. Hence, agents willing to work the night hours will be preferred. The admin will take commission of \$ 0.04 - \$0.10 per 1000 captchas. Rates and margin of commission are liable to change without prior notice.
8. There are three modes of payment:
 1. NEFT: This is the easiest mode of payment. However, for this method, the agent's bank has to support NEFT services. Furthermore, for this mode of payment, the agent has to provide with his/her Bank A/c information. Applicable for amounts more than Rs. 1000.
 2. Cheque: For this method, the agent has to provide with his/her Bank A/c information. Rs. 30 will be deducted each month for this process of payment. Applicable for amounts more than Rs. 2000.
 3. Cash: If any agent is unwilling to share his/her Bank A/c information, then he/she can opt for payment in cash. Rs. 50 will be deducted every month for this mode of payment. If cash payment is required, the agent has to pick up the salary from Gariahat, Kolkata.

9. If an agent requires a leave from work, he/she must inform Pegasus Dataworks at least 5 days before the leave. In cases of emergency, he/she can take a day (only one day) off by sending a notification to Pegasus Dataworks at least 24 hours prior to the day of absence. In cases of emergency leave, Rs. 50 will be deducted from the salary. At most, an agent can take 5 days of leave in one month, exceeding which will incur a penalty. In extreme cases, an agent may be granted leave for more than 5 days a week if valid reason for leave is provided. However, the grant for leave is entirely at the discretion of Pegasus Dataworks. All notifications for absenteeism must be sent via sms only. In case of absence without notice, Rs. 100 will be deducted from salary. In case of Unauthorized Absence for more than 5 days, the agent will be considered to have resigned without prior notice (vide §. 11)
10. A refundable Caution Deposit of Rs. 350 has to be deposited to our bank account. If anyone is unwilling to pay the amount, then an amount of Rs. 500 will be deducted from the first month's salary. In case the agent pays the amount, Rs. 150 will be refunded after the completion of two months of service, and the rest when he resigns. In case any agent wants a resignation, he/she should inform Pegasus Dataworks via an email at least 5 weeks before the date of resignation. Otherwise, caution money will not be refunded to the agent in case of Unauthorized Resignations (i.e. resignations without prior notice). Kindly note that this is not Registration Fees. We do not charge any registration fees. This caution money ensures that the agents do not abuse the accounts created for them. This amount is fully refundable, provided you comply with our Terms and Conditions.
11. The first week after joining will be an evaluative week. An estimate of the salary that an agent will receive will be ascertained on assessment of the performance of the agent during this evaluative week.
12. Pegasus Dataworks has the authority to cancel the registration of an agent without prior notice.
13. Pegasus Dataworks has the authority to add clause(s) to/remove clause(s) from/ modify clause(s) in the terms and conditions without prior notice. However, every agent will be duly notified of any change in Terms and Conditions.

For any queries regarding Terms and conditions, kindly drop an email at the Email Support.