

MULTIPLE TELEVISION CONNECTIONS POLICY

PREAMBLE

This policy on Multiple Television Connections pursuant to The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017, The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 has been formulated by the Company.

OBJECTIVE

- 1) To bring about parity in multiple television connections at home.
- 2) To declare Network Capacity Fee for second television connection at home.
- 3) To devise a policy on Multiple Television Connections at home.

DEFINITION

“customer premises equipment” or “CPE” means the components and accessories installed at the premises of the subscriber to enable the reception of broadcasting services related to television provided through addressable systems and includes cable wire, set top box, remote control for set top box, dish antenna, low noise block converter or any other equipment which may be necessary to receive broadcasting services related to television.

“Local Cable Operator” or “LCO” means a person registered under rule 5 of the Cable Television Networks Rules, 1994 and who is associated with the Company.

“Network Capacity Fee” means the amount, excluding taxes, payable by a subscriber to the distributor of television channels for distribution network capacity subscribed by that subscriber to receive the signals of subscribed television channels and it does not include subscription fee for pay channel or bouquet of pay channels, as the case may be.

“Second Television” means a television connection which is in excess of one television connection.

“Set Top Box” or “STB” means a device, which is connected to or is part of a television receiver and which enables a subscriber to view subscribed channels.

“Subscriber” means a person who receives broadcasting services related to television from a distributor of television channels, at a place indicated by such person without further transmitting it to any other person and who does not cause the signals of television channels to be heard or seen by any person for a specific sum of money to be paid by such person, and each set top box located at such place, for receiving the subscribed broadcasting services related to television, shall constitute one subscriber.

“**TRAI Regulation**” means The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017, The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017.

“**Other capitalised terms**” which are not defined in this Policy shall have the meaning as defined in the TRAI Regulation.

PROCEDURE FOR SUPPLY AND INSTALLATION OF THE CUSTOMER PREMISES EQUIPMENT

1. Every subscriber, who desires to avail STB of the Company, can approach the Company through Customer Care Centre or through Local Cable Operator, as the case may be.
2. The Company will provide to every subscriber the set top box conforming to relevant Indian Standards set by the Bureau of Indian Standards.
3. The Company has three Set Top Box Schemes given in Schedule I.

NETWORK CAPACITY FEE FOR SECOND TELEVISION CONNECTION

1. The subscribers shall be allowed to choose different set of channels for second television connection at home.
2. The network capacity fee for the second television connection will be equal to the network capacity fee charged to other television connection.
3. The Company reserves the right to modify/alter the network capacity fee charged to second television connection.
4. The Network Capacity Fee to be charged for the second television connection is as follows:
 - a) Rs. 130 (excluding tax) per Set Top Box per month for network capacity upto one hundred Standard definition (SD) Channel.
 - b) Rs. 20 (excluding tax) per month per STB in the slabs of 25 SD channels beyond initial one hundred SD channels capacity.

Note: One HD channel shall be treated equal to two SD channels for the purpose of calculating number of channels within the distribution network capacity subscribed.

REVIEW

1. The Company may amend the Policy, if required, to ascertain its appropriateness as per the requirements of the Company.

Schedule I

SET TOP BOX SCHEMES, TYPE, PRICE AND TERMS AND CONDITIONS

The Company has following three Set Top Box Schemes:

a) **Outright purchase scheme**

Sl.no.	Type of Set Top Box (STB)	MRP (Rs.)
1	Standard Definition	1400
2	High Definition	2000

General Terms and Conditions:

1. The Company reserves the right to change the price of the STB from time to time.
2. The STB purchased under this scheme is inclusive of taxes.
3. The STB purchased under this scheme has a warranty of one year, which is applicable from the date of purchase of the STB.
4. The warranty of one year is not valid in case the STB has been tampered with or damaged by the subscriber.
5. The ownership of the STB under this scheme vests with the subscriber.
6. Post the warranty period, the Company reserves the right to charge the subscriber for the repairs as per the rates to be announced by the Company from time to time.
7. The Company would charge onetime installation fee of Rs. 350 (exclusive of taxes) and one-time activation fee of Rs. 100 (exclusive of taxes) per STB under this scheme.
8. In case subscriber requests for relocation of his connection from one location to another, it shall be in accordance with Regulation 14 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
9. In case of temporary suspension of broadcasting services related to television on request from a subscriber, it shall be in accordance with Regulation 12 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
10. Any extra remote for STB would be given on payment of Rs. 150/- (excluding applicable taxes, if any) per remote.

b) **Rental scheme**

Sl.no.	Type of Set Top Box (STB)	Monthly Rental (in Rs.)	Security Deposit
1	Standard Definition	Rs. 75	Refundable security deposit of Rs. 800

2	High Definition	Rs. 100	Refundable security deposit of Rs. 1200
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General Terms and Conditions:

1. The Rental under this scheme is to paid for a period of 3 years.
2. The Monthly rental to be paid is exclusive of Taxes.
3. After three years of rental payment, no rent is payable by the subscriber. The Set Top Box shall become the property of the subscriber except the smart card/viewing card.
4. Till last rental is paid, the STB remains the property of the company.
5. The company would service the STB during the period of three years as per the relevant provisions of the “The Telecommunication (Broadcasting and Cable Services) Standards of quality of Service and Consumer Protection (Addressable Systems Regulations, 2017).
6. Post the term of 3 years, the company reserves the right to charge the subscriber for the repairs as per the rates to be announced by the company from time to time.
7. The Company would charge onetime installation Fee of Rs. 350 (exclusive of taxes) and onetime activation fee of Rs. 100 (exclusive of taxes) per STB under this scheme.
8. After the expiry of three years from the date of installation of set top box and payment of all outstanding amount, the entire security deposit shall be refunded to the ordinary subscriber without any deductions.
9. The full security deposit without any deduction subject to any outstanding payment shall be refunded to the subscriber, if he returns the set top box, at any point of time, within a period of three years, provided that the set top box has not been tampered with.
10. In case subscriber requests for relocation of his connection from one location to another, it shall be in accordance with Regulation 14 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
11. In case of temporary suspension of broadcasting services related to television on request from a subscriber, it shall be in accordance with Regulation 12 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
12. Any extra remote for STB would be given on payment of Rs. 150/- (excluding applicable taxes, if any) per remote.

c) Hathway Set Top Box Schemes

The Company reserves right to formulate other CPE scheme in future in line with The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service

and Consumer Protection (Addressable Systems) Regulations, 2017 and the same shall be intimated to the subscribers as and when they are announced.