

1. Definition:

(a) "addressable system" means an electronic device (which includes hardware and its associated software) or more than one electronic device put in an integrated system through which signals of cable television network can be sent in encrypted form, which can be decoded by the device or devices, having an activated Conditional Access System at the premises of the subscriber within the limits of authorisation made, through the Conditional Access System and the subscriber management system, on the explicit choice and request of such subscriber, by the cable operator to the subscriber;

(b) Alternative tariff package (ATP) means a tariff package which a service provider may offer, in addition to the standard tariff package, for supply of a set top box to the subscriber for receiving programmes;

(c) "Authority" means the Telecom Regulatory Authority of India established under sub-section (a) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);

(d) "Authorized Officer" shall have the same meaning as given in clause (a) of section 2 of the Cable Television Networks (Regulation) Act 1995 (7 of 1995);

(e) "Broadcaster" means any person including an individual, group of persons, public or body corporate firm or any organization of body who or which is providing programming services and includes his or her authorized distribution agencies;

(f) "basic service tier" means a package of free-to-air channels to be offered, with an option to subscribe, by a cable operator for a single price to subscribers of the area in which his cable television network is providing service;"

(g) "DAS Area" means the area notified under sub section (1) of Section 4A of the Cable Television Networks (Regulation) Act, 1995 (7 of 1995),

(h) "LCO" means a Local Cable operator who provides cable service through a cable television network or otherwise controls or is responsible for the management and operation of a cable television network and fulfils the prescribed eligibility criteria and conditions;"

(i) "Cable Service" means the transmission by cables of programmes including retransmission by cables of any broadcast television signals;

(j) "Cable Television Network" means any system consisting of a set of closed transmission paths and associated signal generation, control and distribution equipment, designed to provide cable service for reception by multiple subscribers;

(k) "Free to air channel" of "FTA channel" means a channel for which no fees is to be paid to the broadcaster for its retransmission through electromagnetic waves through cable or through space intended to be received by the general public either directly or indirectly.

(l) "Multi-System Operator" means a cable operator who has been granted registration under rule 11 of the Cable Television Networks Rules, 1994, as amended by rule 8 of the Cable Television Networks (Amendment) Rules, 2012, and who receives a programming service from a broadcaster or its authorised agencies and re-transmits the same or transmits his own programming service for simultaneous reception either by multiple subscribers directly or through one or more local cable operators and includes his authorised distribution agencies, by whatever name called;"

(m) "Pay channel" means a channel for which fees is to be paid to the broadcaster for its retransmission through electromagnetic waves through cable or through space intended to be received by the general public either directly or indirectly and which would require the use of an addressable system attached with the receiver set of a subscriber;

(n) "Programme" means any television broadcast and includes:

(1) Exhibition of films, features, dramas, advertisements and serials

(2) Any audio or visual or audio-visual live performance or presentation and the expression "programming service" shall be construed accordingly;

(o) "Service Provider" means the Government as a service provider and includes a licensee as well as any broadcaster, multi system operator (MSO), cable operator or distributor of TV channels,

(p) "Set Top Box" means a device, which is connected to or is part of a television and which allows a subscriber to receive in unencrypted/descrambled form subscribed pay channels through an addressable system;

(q) "Standard Tariff Package" (STP) means a package of tariff as may be determined by the Authority for supply of a set top box to the subscriber by a service provider for receiving programmes;

(r) "Subscriber" means a person who received the signals of a service provider at a place indicated by him to the service provider without further transmitting it to any other person.

(s) "You" means the subscriber.

2. Provision of Service

2.1 DDC service shall be made available to the subscriber with effect from the date of activation of the STB and on terms and conditions contained herein and also contained in the consumer charter (a copy of which has been made available to the subscriber simultaneously with this form) which the subscriber hereby unconditionally accepts and undertakes to abide.

2.2 The subscriber shall fill the Customer Application Form (CAF) in duplicate and submit the CAF to LCO. The subscriber shall ensure that the information stated in the CAFs and shall continue to be complete and accurate in all material respects and the subscriber hereby undertakes to immediately notify DDC or its LCO of any change thereto. Photo Identification and Address Proof has also to be submitted along with the CAF, else the same will be treated as in incomplete CAF. The LCO shall return the duplicate copy of the CAF to the subscriber duly acknowledged.

2.3 All incomplete registration forms shall be rejected and deficiencies shall be informed to the subscriber.

2.4 The LCO will respond within 2 working days of receipt of application, and inform the subscriber of the deficiencies and shortcomings in the CAF submitted by him.

2.5 In case on technical or non-operational /non feasibility at the location requested by the subscriber, DDC or its LCO will inform the subscriber the reasons for the same within 3 working days from the date of receipt of the CAF by DDC. In the event, the STB not installed within two working days, a rebate of Rs. 15/- per day for the first five days and Rs. 10/- per day thereafter will be offered to the subscriber.

2.6 The subscriber can opt for a STB under the Hire Purchase Scheme or 3 years rental scheme or on a one time activation fee as mentioned overleaf by Delhi Distribution Co..

2.7 Under the Hire Purchase Scheme, the ownership of the STB will be transferred upon payment of the last monthly instalment as stated overleaf. However till such time that all the instalments are fully paid to DDC. DDC shall remain and continue to remain the sole and absolute owner of the STB.

2.8 Under the 3 years rental scheme, the ownership of the STB will be transferred upon payment of the last monthly rental payment.

2.9 Under the one time registration charge scheme, the STB is provided on a **Free To Use Basis** to the subscriber. STB remains at all times the property of DDC.

2.10 Under all the four STB plans, should a subscriber seek termination of DDC's cable service, DDC or its LCO will arrange for a refund of the amount paid as Security Deposit after deducting a 15% depreciation for each year of usage, provided the STB has been returned to DDC office in a working condition along with all accessories like remote control, AC Adaptor (if any) and connecting cables and has not been tampered with .

2.11 Monthly rentals for the STB will be payable to Delhi Distribution Co. through its LCO and will be a part of regular invoice raised to the subscriber for the cable services rendered by DDC.

2.12 Each STB comes with a one year warranty. During the warranty period no repair and maintenance charges are payable, provided the STB has been used in normal working conditions and is not tampered with. There is no warranty applicable on the remote control, AC Adaptor and connecting cable.

2.13 During the warranty period, the STB will be repaired or replaced within 48 hours of receipt of complaint. After the expiry of the warranty period, repairs to the STB would have to be paid for by the subscriber and a replacement STB may be offered, if available. Alternatively, if the subscriber opts for the optional Annual Maintenance Contract (AMC) of Rs. 200/- p.a., they will definitely be provided a standby STB and no repair charges would have to be paid for the STB only (remote and adaptor excluded) provided the STB has been used under normal working conditions and is not tampered with.

2.14 Changes in the rates of taxes & Govt duties will be informed to subscribers and passed on.

2.15 In case of STB malfunction, LCO will replace or repair the STB within 48 hours of receipt of complaint. Repair charges will be payable if the STB is out of warranty period.

2.16 Refund of security deposit will be made available to the subscriber within seven days upon receipt of STB, provided the same has not been tampered with.

2.17 STB will not be made available to a subscriber on a rental scheme again if he/she has already availed of this at the same location in the past.

2.18 The subscriber shall have the option to select packages or channels on a a-la-carte basis by ticking the same on the CRF. The subscriber shall select the payment methodology and the payment term on the same along with the STB details where the subscriber wants these channels to be activated. Upon receipt of the fully filled CRF and complete and correct in all respects, the channels selected by the subscriber shall be activated within 48 hours of its receipt.

2.19 Composition of channels in any package that the subscriber has availed of, will not be altered for a period of six months from the date of enrolment. Should there be a change in the same due to any channel becoming unavailable on our network, an alternative channel from that genre and language will be provided or a price reduction equivalent to the a la carte rate of that channel will be provided from the date of discontinuation.

2.20 The Subscriber hereby agrees to allow the authorised representatives of the LCO/MSO/Delhi Distribution Co. to enter upon the installation address for inspection, installation, removal, replacement and repossession of the Hardware under the Terms hereof. This Clause shall survive the termination until all the dues are paid and the Viewing Card (VC) along with the STB owned by Delhi Distribution Co. is returned in satisfactory working condition.

2.21 The cable service and the license to use the VC shall be for personal viewing of the Subscriber and for his family members only. No assignment of VC shall be valid unless the same is approved in writing by Delhi Distribution Co. Subscriber shall not allow public viewing or exploit the same for commercial benefit or otherwise. Breach of this clause will result in termination of Service and the subscriber shall also be liable to pay damages.

2.22 The subscriber acknowledges that the VC has been merely licensed to the subscriber by Delhi Distribution Co. to avail the channels for one TV set only and shall at all times be the exclusive property of Delhi Distribution Co. and that he/she has been fully explained and accepts that any unauthorized relay or re-transmission of the signal will constitute infringement or copyright of the content providers/owners/licensors thereof and will in addition to the termination of service, attract civil and/or criminal liability under the law.

2.23 The subscriber undertakes not to use or cause to be used the VC with any other set top box or device and/or STB with any other VC or device and shall ensure the safety and security of the hardware from unauthorised use, theft, misuse, damages, loss etc.

2.24 The subscriber undertakes that he shall neither by himself nor allow any other person to modify, misuse or tamper with the Hardware or to add or remove any seal, brand, logo, information etc. which affects or may affect the integrity Functionality/identity of the Hardware or otherwise remove or replace any part thereof; nor shall use before or alter the STB any decoding receiving, recording device other than one television set.

2.25 The subscriber undertakes not to do or allow any act or thing to be done as a result of the right of the LCO/MSO/Distributor/DDC in relation to the Service and / or Hardware or of the channel providers/ distributors in relation to any channel, may become restricted, extinguished or otherwise prejudiced thereby or they or any of them may be held or alleged to be in breach of their obligation under any agreement to which they are party or otherwise are so bound.

2.26 The subscriber undertakes not to hypothecate, transfer, create or suffer any change, lien or any onerous liability in respect of the hardware which is not owned by Subscriber.

2.27 The subscriber undertakes not to relay, transmit or redistribute the signals/service to any person or connect to any other device for any redistribution purpose.

2.28 Commercial establishments will be governed by tariffs as laid down by the Authority from time to time.

2.29 All the terms and conditions including the provisions related to the terms of service, tariff, rebates, discounts, refunds shall be subject to the rules, regulations, notifications, guidelines as may be specified by the Authority or as may be applicable from time to time.

3. Payment Obligation :

3.1 The subscriber shall ensure prompt payment of all bills within 15 days of receipt of bill. All payments shall be made either to DDC or its LCO.

3.2 Any payment made after 15 days will attract simple interest @ 12% p.a. on a pro rata basis for the number of days delayed.

3.3 Billing will be on a calendar month basis. You can view your bill online by logging into our website www.inddc.in

3.3 Billing disputes if any will be resolved within 7 days.

3.4 Refunds, if any will be issued within 30 days following resolution of complaint or before the next billing cycle whichever is earlier.

4. Suspension / Termination of service

4.1 The terms will commence from the date of installation of the hardware and shall remain in full force and effect unless terminated under the Terms.

4.2 If the subscriber chooses to relocate, the subscriber shall submit its application in advance either to DDC or its LCO. After verification of outstanding, DDC shall provide the services at new location, provided it is technically and operationally feasible. If not, DDC or the LCO will inform the subscriber likewise and the subscriber can opt to surrender the STB and proceed to claim the refund as per the terms of the scheme under which the subscriber has availed the STB.

4.3 If the services have been temporary discontinued on the subscriber request, no charges other than STB rental will be payable by the subscriber.

4.4 No suspension of services is possible, if the period of suspension comprises part of a calendar month.

4.5 Suspension of services is possible for one calendar month or a multiple of calendar month, but the period cannot exceed three calendar months.

4.6 No reactivation charges are payable by the subscriber if the period of suspension is under three calendar months. Thereafter a reconnection charge of Rs. 50/- plus service tax will be levied.

4.7 If the subscriber submits its disconnection notice 15 days in advance, no charges will be payable by the subscriber even if DDC or its LCO fails to disconnect the service.

4.8 Any request for addition of channel/package will by default be done from the next billing cycle, unless demanded as an immediate request. Disconnection of channel/package is possible only on a calendar month basis or on expiry of the term of the contracted package.

4.9 Notwithstanding the aforesaid, the services shall be terminated or suspended at the sole option of LCO/MSO/Distributor/Delhi Distribution Co. either whole or in part upon occurrence of any of the events i.e.

(a) if the Subscriber commits payment default; (b) In case of breach by the subscriber; (c) if the Rental Agreement is terminated; (d) if the subscriber is declared bankrupt, or insolvency proceedings have been initiated against the subscriber, (e) in order to comply with the Act and/of any other applicable laws, notifications, directions of any statutory or regulatory bodies; (f) if the channel providers suspend or discontinue to transmit any channel/s for any reason not attributable to the LCO, MSO and Delhi Distribution Co. or the agreement between the pay channel providers and MSO or Delhi Distribution Co. is terminated or suspended.

4.10 In the event of termination/suspension, the subscriber will be liable to pay forthwith all amounts upto the last day of the month of suspension/termination and to return forthwith the VC, in working condition (reasonable wear and tear excepted).

4.11 In the event of termination, the subscriber will be liable to pay forthwith upto the last day of the month of termination and to return forthwith the STB and the VC in working condition (reasonable wear and tear excepted).

4.12 The service may be restored upon receipt of all the dues, advance subscription or deposit, reconnection charges and any other amount payable under the Terms and on such other terms and condition as may be in force, if the service was suspended due to the subscriber's default, the subscriber shall also pay the amount for the discontinued period as if the service had continued.

5. Redressal of Complaints

5.1 You can login to your complaint at Toll Free No: 1800 11 0800 or directly with the LCO. The customer care no. is available from 0800 hrs to 0000 hrs all days of the week.

5.2 Alternatively you can log in a complaint online on our website www.inddc.in or through your registered mobile no.

5.3 For each complaint received by us you will be assigned a docket no and you can monitor the same through our "web based complaint monitoring system".

5.4 Each complaint will be attended within 8 hours. However complaints received during night time will be attended on the next day. 90% of no signal complaints will be attended within 24 hours of receipt of such complaint.

5.5 If the service is provided through LCO, it will be the responsibility of the LCO to maintain the Quality of Service standards as laid down by the Regulator wherever it pertains to distribution of signals from the node/amplifier of DDC.

5.6 For more details relating to the redressal of your complaint please see DDC's consumer charter which was provided to you.

6. Force Majeure

If at any time, during the continuance of service, the service is interrupted, discontinued either while or in part, by reason of war, warlike situation, civil commotion, theft, willful destruction, terrorist attack, sabotage, fire, flood, earthquake, cosmic radiations, riots, explosion, epidemic, quarantine, strikes, lock out, compliance with any acts of directions of any judicial, statutory or regulatory authority or any other Acts of God, or if any or more channels are discontinued due to any technical or system failure at any stage or for any other reasons beyond the reasonable control of the LCO or MSO of Delhi Distribution Co., the Subscriber will not have any claim for any loss or damages against the LCO/MSO/Delhi Distribution Co..

7. Disclaimer: The LCO/MSO/Delhi Distribution Co. will make reasonable efforts to render uninterrupted service to the subscriber and make no representation and warranty other than those set forth in the Terms and hereby expressly disclaim all other warranties express or implied, including but not limited to any implied warranty or merchantability or fitness for a particular purpose.

8. Limitation of Liability: LCO, MSO, Distributor and Delhi Distribution Co. and the employees thereof shall be not liable to the subscriber or to any other person for all or any indirect, special, incidental or consequential damage arising out of or in connection with the provision of the service or inability to provide the same whether or not due to suspension, interruption or termination of the services or for any inconvenience, disappointment due to any programme or information whether attributable to any negligent act or omission or otherwise. Provided however the maximum liability of LCO or Distributor or MSO or Delhi Distribution Co. for any actual or alleged breach shall not exceed the subscription paid in advance to LCO (or such duration of service, for which the subscriber had paid in advance but was deprived due to such breach.

9. Indemnity: The subscriber will indemnify and hold harmless the LCO, MSO and Delhi Distribution Co. from all loss, claims, demands, suits, proceedings, damages, costs, expenses, liabilities (including without limitation, reasonable legal fees) or causes of for use and misuse of the service or for non-observance of the Terms by the subscriber.

10. Notice: Notice at the installation address shall be deemed to be sufficient and binding on the subscriber.

11. Jurisdiction: All disputes with respect to the terms between the subscriber and the DDC or LCO shall be subject to jurisdiction of court at New Delhi.

12. Miscellaneous: If any of the provision of the terms becomes or is declared illegal, invalid or unenforceable for any reason, the other provisions shall remain in full force and effect and no failure or inactivity to exercise any right or remedy hereunder shall be construed or operate as a waiver thereof. Terms may be amended by the authority from time to time and shall be binding on all.

13. The terms and conditions prescribed under the regulation issued by Authority on 14th May, 2012 are applicable herewith. Detailed information is available on the authorised site of Telecom Regulatory Authority of India viz. www.trai.gov.in.

