

CONSUMER'S CHARTER

INDUSIND MEDIA & COMMUNICATIONS LIMITED



CONSUMER'S CHARTER FOR DIGITAL ADDRESSABLE CABLE TV SYSTEMS

We thank you for the interest shown in availing Digital Cable TV services from IndusInd Media & Communications Ltd.

In this charter , for the sake of convenience , IndusInd Media & Communications Ltd. shall be referred to as “ We “ “ Us “ “Our “ or “ IMCL “ and the Consumer/customer shall be referred to as “ You “ or “ Subscriber “.

IMCL currently offers two types of services – **Standard Definition (“SD “) and High Definition (“HD “) services**. Currently SD services are available in all IMCL networks. HD services are available in the cities of Mumbai & Delhi. Listed herein below, city wise are the areas that IMCL’s networks cover.

IMCL also offers Broadband Services and more details of same can be obtained by visiting www.indigital.co.in. We have a centralised helpline no. **1800-266-6456 or 1800-103-4456** (toll free) to assist you.

CITY	AREA	List of IMCL Offices / JV Offices	Contact details
MUMBAI	MUMBAI	IN Centre, 49/50, 12 th Road, MIDC, Mumbai – 400093.	022-28208585
DELHI	DELHI	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015.	011- 25459280

However since we are a cable network, the availability of services available will depend on the technical and operational feasibility i.e. the reach of the network in your locality.

SD & HD service require different types of Set Top Boxes to be installed in your premises, so please read through this charter carefully and decide.

Terms and conditions for the Set Top Boxes (“ STB”).

STBs are available under the following schemes: **Standard Definition Set-Top Box**

SD Hardware Scheme	Amount	Rental p.m.	Taxes if any	Refund
One time Activation	Rs.1200.00	Nil	Excluding Taxes	On termination, STB Return Bonus Rs.400/- 1 st Year Rs.100/- 2 nd Year
Rental (3 yrs)	Rs.500/- as Security Deposit	Rs.40/- for 40 months	Excluding Taxes	On termination, Security Deposit less 20% Depreciation P.A will be refunded
Hire Purchase	Rs. 500/- as Security Deposit	Rs.100/- for 18 months	Excluding Taxes	On termination, Deposit less 20% Depreciation P.A will be Refunded

Above rates are applicable for Standard Definition STBs only.

High Definition Set-Top Box

SD Hardware Scheme	Amount	Rental p.m.	Taxes if any	Refund
One time Activation	Rs.1550.00	Nil	Excluding Taxes	NA

Above rate is applicable for High Definition (HD) STBs only.

Warranty on all STBs is twelve months. No repair and maintenance charges shall be payable by you during the warranty period, provided STB has been used in normal working conditions and is not tampered with. During the warranty period the STB will be repaired or replaced within 24 hours of receipt of your complaint. After the warranty period expires, we shall charge you Rs.300/- towards repair charges. Warranty after repairs will be valid for 90 days. Further details in this behalf are available in the Terms and conditions Section.

All STBs are fully compliant with Indian Standards, set by the Bureau of Indian Standards as well as the International Standard DVB(C)

To avail of a STB, kindly contact the IMCL Office nearest to you or your Local cable Operator. Fill up the Customer Registration Form (CRF) with your personal details and the location where the service is to be availed at. Choose the type of service required the STB scheme and pay the appropriate money.

Please carry and submit your address proof and photo identification. And ensure that you enroll one mobile no. as a registered mobile number, so that you receive regular updates and payment reminders and receipts of payments made. Email id will also facilitate better service standards.

Your Customer Registration Form (CRF) will have STB Serial Number & Smartcard Serial Number mentioned which you should quote in all your communications to us whilst your application is under process. If there is any deficiency in your CRF, such deficiency shall be made known to you by us in writing, within two days from the receipt of your application by us. As already stated above, in case it is not technically or operationally feasible for us to provide you with the connection we shall inform you of the same indicating to you the reasons why, within two working days of the receipt of your CRF by us. However if it is technically and operationally feasible for us to provide you with a connection, we shall within two days of the receipt of your application (assuming that the CRF is correctly filled without any deficiencies and that you have made the necessary payments) have the connection set up in your premises. A duplicate copy of the CRF will be issued to you as an acknowledgement copy. Kindly quote the Smartcard Serial Number in all future correspondence or follow ups. In the event, the STB is not installed within 2 working days, a rebate of Rs.15/- per day for the first five days and Rs.10/- per day thereafter will be given to the subscriber, subject to meeting feasibility and operational norms.

Selecting your Channels/packages

Now that the STB is installed, you need to choose the channels that you wish to view and accordingly decide your monthly bill.

You have many choices to make here, so take your time and study what your family requirements are. You can now choose to opt for the Basic Service Tier (BST) or create your own BST from the list of Free To Air (FTA) channels. The total number of channels that you can avail of is one hundred channels of which 18 + 5 are mandated Doordarshan channels. The BST is attractively priced at Rs.100/- per month plus taxes.

You can choose only Pay channel packages offered by IMCL or along with the BST or choose one or more of the Pay channels in a la carte mode or a combination of both at the prices indicated on the Package & Channel Request Form (PCRF). All prices are exclusive of taxes.

Please note that if any channel which forms a part of the package that you have subscribed for becomes unavailable on our network then your subscription charges for that package will be reduced by an amount equivalent to the A la carte rate of that channel. Such reduction shall be effective from the date of unavailability of such channel on our network.

We shall give you fifteen days prior notice (save and except in cases of natural calamities and reasons beyond our control), before we take off of the air any channel or discontinue the exhibition of any channel. The notice shall be published in the local newspaper and displayed through scrolls on your TV screen.

You have to ensure that bills are paid within 15 days of the bill date. Failure to do so will attract a penalty of 15% simple interest.

Our Prepaid will be offered shortly.

As per the choice of channels made, kindly pay the LCO/IMCL office and **keep the STB in Standby/Operational mode**, so that the channels can be authorised on your STB.

Please read the STB manual which is inside the STB carton to familiarize yourself with its functions. Call the Toll Free Helpline if you face any difficulties.

Happy Digital viewing.

Disconnection suspension and reconnection of Services

You can disconnect the services whenever you wish as long as the same is communicated to the LCO/IMCL office/Customer Care No. in *ADVANCE*. In such instances;

- you will not be charged for any service charges other than charges for the STB, if any.
- and the period of suspension has to be a minimum one calendar month and cannot exceed three calendar months.
- No suspension of services is possible if period is less than one month.

Subscriber has to give *at least 15 days notice in advance* for suspension of any service/s.

If Services have been disconnected by IMCL or its LCO without intimation by the subscriber, no charges will be payable by the subscriber including STB rentals, if any.

No reconnection charges will be levied upon resumption of services as long as the suspension period falls within the limits mentioned above. One time reconnection charges of Rs.50/- will be levied if the period exceeds three calendar months.

Your services also cannot be disconnected without a prior notice of 15 days.

Prior notice of 3 days will be given on screen if we are to shut down services for preventive maintenance for a period of upto 24 hours and 15 days prior notice if the period is more than 24 hours.

Quality of signal at your location

We endeavour to deliver the signals to your location keeping the following technical parameters in mind.

S No.	Parameters	Value
1	Maximum and Minimum Carrier Levels	47 dB μ V min. for 64 QAM 67 dB μ V max. for 64 QAM 54 dB μ V min. for 256 QAM 74 dB μ V max. for 256 QAM
2	Signal to noise ratio	26 dB min for 64 QAM fall-off-the-cliff 32 dB min for 256 QAM fall-off- the-cliff.
3	Operating Margin (Noise Margin)	Higher than 4 dB
4	MER	30 dB (64 QAM) min. 34 dB (256 QAM) min.

These parameters are achieved by us on our trunk and distribution networks. Performance of these parameters can vary from each STB location so much so that it can be different at two locations within the same household due to the nature of the internal cabling within the household.

In such instances IMCL technician or its LCO will demonstrate the same at the tap off /splitter level that feeds the particular household that the parameters are met and the subscriber will then have to replace the internal cabling at his/her cost.

Redressal of Complaints

We have set up a centralised helpline no. 1800-266-6456 or 1800-103-4456 (toll free) to assist you should the need arise. This service is available from 0800 hours to 00:00 hours every day. Executives will be available to answer your queries in Hindi/English and the local language of the State.



In addition to the Toll Free no. Mumbai Customers can call us on 022- 66948993 & Delhi Customers can call us on 011- 49587100. You can also log in complaints from your Registered Mobile No. or your registered email id.

For each complaint you will be issued a Docket/ticket No.

In each of the service areas in which Imcl's network operates through its Joint Venture's and its Distributors which are more particularly mentioned hereinabove a complaint centre has been established for redressing your complaints and for addressing service requests by you . The Complaint Centres shall be open and accessible to you between 08:00 hrs to 00:00 hrs on all days of the week.

Every Complaint Centre has a designated Complaint Officer whose name and contact details are prominently displayed at the entrance to the Complaint Centre. On reaching the Complaint Centre please ask for the Complaint Officer who shall attend to your complaint.

All complaints shall be responded to within eight hours of the receipt of your complaint by us. Complaints received during the night shall be attended to the next day.

We have also appointed a Nodal Officer in every State in which we operate our network.

The names addresses and contact details of our Nodal Officers and the respective States which they represent are as stated herein below:

LIST OF NODAL OFFICERS

INDUSIND MEDIA & COMMUNICATIONS LTD. - LIST OF NODAL OFFICERS					
SR. NO	SATTE	REGION	NODAL OFFICER	EMAIL ID	ADDRESS
1	DELHI	DELHI	MR. VAIBHAV SINGH	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015. TEL. NO. 011 49587100. M. 8588814848
2	UTTAR PRADESH	NOIDA	MR. VAIBHAV SINGH	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015. TEL. NO. 011 49587100. . M. 8588814848
3	HARYANA	FARIDABAD	MR. VAIBHAV SINGH	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR, NEW DELHI -110015. TEL. NO. 011 49587100. . M. 8588814848
4	UTTAR	GHAZIABAD	MR. VAIBHAV	VAIBHAV.SINGH@INCABLENET.NET	10-A, 2 ND FLOOR, SHIVAJI MARG, MOTI NAGAR,



	PRADESH		SINGH		NEW DELHI -110015. TEL. NO. 011 49587100. . M. 8588814848
5	MAHARASHTRA	MUMBAI	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	49/50, 'INCENTRE', 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI - 400093. TEL. NO. 022-28208585. M. 9870003992
6	MAHARASHTRA	THANE	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	SHREE DATTA MANGAL BUNGLOW, BEHIND MONA APTS., PATIL WADI, PANCHPAKADI, THANE (WEST) – 400601. TEL. NO. 25435844. M. 9870003992
7	MAHARASHTRA	NAVI MUMBAI	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	SHOP NO.7 & 8, PLOT NO 1, YOGESH BLDG., SHREE GANESH CHS., SECTOR-28, NEAR NERUL GYM KHANA, NERUL NAVI MUMBAI. M. 9870003992
8	MAHARASHTRA	MIRA ROAD	MR. SANJAY KAMAT	SANJAY.KAMAT@INCABLENET.NET	B - 702, GOYAL PLAZA, N H SCHOOL ROAD, OFF. KASHIMIRA-BHAYANDER ROAD, OPP.SHIVAR GARDEN, MIRA ROAD (EAST), DIST. : THANE - 400107. TEL. NO. 28554020. M. 9870003992
9	MAHARASHTRA	KALWA	MR RANJIT SALUNKE	RANJIT.SALUNKE@INCABLENET.NET	101, SAIDHAM BLDG.,KHAREGAON, KALWA-WEST, DIST.: THANE - 400605 . TEL. NO. 022-25400121. M. 9819993936
10	MAHARASHTRA	KALYAN	MR RANJIT SALUNKE	RANJIT.SALUNKE@INCABLENET.NET	SARVODHAY MALL, 2ND FLOOR, SHOP NO. 08, OPP. APMC MARKET, KALYAN (WEST) - 421 301. M. 9819993936
11	MAHARASHTRA	NAGPUR	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	307, 3RD FLOOR, ORANGE CITY TOWER, OPP. PATRAKAR BHAVAN, DHANTOLI, NAGPUR -

					440010. TEL. NO. 0712-6613100 / 6613200. M. 9833960510
12	MAHARASHTRA	NASHIK	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	3RD FLOOR, MALPANI PRIDE, BESIDE REYMOND SHOWROOM, OLD PANDIT COLONY,SHARANPUR ROAD, NASHIK. TEL. NO. 0253- 3015902 /03/04. M. 9833960510
13	MAHARASHTRA	KOLHAPUR	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	987, "C" WARD, 2ND FLOOR, RAJESHWARI APARTMENT, BHUI GALLI, LAXMIPURI, KOLHAPUR - 416002. TEL. NO. 0251-2642155. M. 9833960510
14	MAHARASHTRA	PIMPRI - CHINCHWAD	MR RANJIT SALUNKE	RANJIT.SALUNKE@INCABLENET.NET	5TH FLOOR, VYANKATESH MARKET, ABOVE VEGETABLE MARKET, PIMPRI, PUNE – 411017. TEL. NO. 020-32414445 M. 9819993936
15	MAHARASHTRA	PUNE	MR RANJIT SALUNKE	RANJIT.SALUNKE@INCABLENET.NET	FLAT NO.301, 3RD FLOOR, B WING, OM RESIDENCY, S.NO.265/2, OPP MAULI GARDEN, BANER ROAD, BANER, PUNE 411 045. M. 9819993936
16	GOA	MARGOA - MADGAON	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	SHOP NO.C-3, ARORA ESTATE, OPP. ST. JOAQUIM'S CHURCH, BORDA, MARGOA - 403802. TEL. NO. 0832-2735536. M. 9833960510
17	GOA	VASCO	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	PERREIRA CHAMBERS, 3RD FLOOR, OPP. VASCO TOURIST HOTEL, VASCO-DE-GAMA, GOA - 403507. TEL. NO. 0832-2519612. M. 9833960510
18	GOA	MAPUSA	MR. MILAN PATIL	MILAN.PATIL@INCABLENET.NET	3RD FLOOR, SUBRIYA CHAMBERS, KENI WADO, MAPUSA, GOA - 403507. TEL. NO. 0832-2250439 /

					2263787. M. 9833960510
19	GUJARAT	AHMEDABAD	MR.PANK AJ OZA	PANKAJ.OZA@INCABLENET.NET	301 TO 305, 3RD FLOOR, SHANAY-2 COMPLEX, OPP. SANYAS ASHRAM, BEHIND LIC BLDG., ASHRAM ROAD, ELLIS BRIDGE, AHMEDABAD 380006. TEL. NO. 079-26574679- 81. M. 9825604155
20	GUJARAT	SURAT	MR. BHAVESH GORASIA	BHAVESH.GORASIA@INCABLENET.NET	E-WING, 4 & 5 FLOOR, 21ST CENTURY BUILDING, RING ROAD, SURAT 395002. TEL. NO. 0261- 3053210 / 08490926712. M. 9727599099
21	GUJARAT	VADODARA	MR. PANKAJ OZA	PANKAJ.OZA@INCABLENET.NET	A, WING, 801-805, 8TH FLOOR, ALKAPURI ARCADE, R C DUTT ROAD, VADODARA-390006. TEL. NO. 0265-6690601-602. M. 9825604155
22	GUJARAT	RAJKOT	MR. PANKAJ OZA	PANKAJ.OZA@INCABLENET.NET	BEHIND AKASHWANI QUA, NEW PARIMAL CHOWK, ABOVE HARIOM AUTO, UNIVERSITY ROAD, RAJKOT - 360005. TEL. NO. 09427222243. M. 9825604155
23	KARNATAKA	BANGALORE	MR. THARUN RAI	THARUN.RAI@INCABLENET.NET	109,2ND FLOOR, KH ROAD, BANGALORE- 560027. TEL. NO. 080- 40114205-9. M. 9833850508
24	KARNATAKA	MYSORE	MR. THARUN RAI	THARUN.RAI@INCABLENET.NET	21-A, 1ST FLOOR, VISHWAMANAVA, DOUBLE ROAD, SARASWATIPURAM, MYSORE - 570009. TEL. NO. 0821-2541779. M. 9833850508
25	KARNATAKA	BELGAUM	MR. THARUN	THARUN.RAI@INCABLENET.NET	SANSUKHA COMPLEX, 2ND FLOOR, KHADE BAZAR, BELGAUM 590002.

			RAI		TEL. NO. 0831-2461456. M. 9833850508
26	WEST BANGAL	KOLKATA	MR. SUJIT DAS	SUJITDAS2006@GMAIL.COM	BANKIM KANAN, NEAR ALL INDIA RADIO, CHINCHURAH STATION ROAD, CHINCHURAH R.S. PINCODE. 712102. M. 9331197607
27	TELANGANA	HYDERABAD	MR. SRI KUMAR	SRIKUMAR.S@NXTDIGITAL.IN	NO. 6-3-1090/1/1,4TH FLOOR, UMA HYDERBAD HOUSE, RAJ BHAVAN ROAD,SOMAJIGUDA, HYDERABAD-500082. TEL. NO. 040-23339777. M. 9959496789
28	ANDHRA PRADESH	VAIZAG	MR. SRI KUMAR	SRIKUMAR.S@NXTDIGITAL.IN	47-10-6, FLAT NO. 19&20, SRI PADA DIAMOND TOWERS, NORTH BLOCK, 4TH FLOOR, NEAR DIAMOND PARK, DWARAKANAGAR, VISHAKHAPATANAM (VIZAG)- 530016. TEL. NO. 07416266667. M. 9959496789
29	ALL INDIA	ALL INDIA	MR. SUBHASH ISH MAZUMD AR	SUBHASHISH.MAZUMDAR@INCABLENET.NET	49/50, 'INCENTRE', 12TH ROAD, MIDC, ANDHERI EAST, MUMBAI - 400093. TEL. NO. 022-28208585. M. 9821069130

In case you are not satisfied with the redressal of your complaint by our Complaint Centre you may approach the Nodal Officer appointed for the State in which you are being provided our service. You may send your complaint to the relevant Nodal Officer by a letter in writing, or through telephone (preferably the telephone number which you have registered with us) or by Short Messaging Service (“ SMS “) or through our web based online complaint filing system.

Our Nodal Officer shall issue an acknowledgement to you within two days of the receipt of your complaint by us and give you a unique complaint number.

Our Nodal Officers shall resolve your complaint within ten working days from the receipt of your complaint by us.

The Broad Terms and Conditions on which we shall offer you our services

Definitions and Interpretations



All the words and phrases used herein below shall have the same meaning and interpretation as that which is assigned to them under the Cable Television Networks (Regulation) Act 1995 as amended and the Regulations issued there under and the Cable Television Networks (Regulation) Rules 1994 as amended.

Force Majeure:

If at anytime, during the continuance of the Cable Service, the **Cable Service** is interrupted, discontinued either whole or in part, by reason of war, warlike situation, civil commotion, theft, wilful destruction, terrorist attack, sabotage, fire, flood, earthquake, riots, explosion, epidemic, quarantine, strikes, lock out, compliance with any acts or directions of any judicial, statutory or regulatory authority or any other Acts of God, or if one 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 Imcl, the Subscriber will not have any claim for any loss or damages against the LCO/ Imcl.

Disclaimer: The LCO/ IMCL will make reasonable efforts to render uninterrupted Cable Service to the Subscriber and make no representation and warranty other than those set forth in this Charter 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.

Limitation of Liability: LCO, Distributor and IMCL 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 Cable Service or inability to provide the same whether or not due to suspension, interruption or termination of the Cable Services or for any inconvenience, disappointment due to deprivation of any programme or information not attributable to any negligent act or omission on the part of Imcl. Provided however the maximum liability of IMCL for any actual or alleged breach shall not exceed the Subscription paid in advance to LCO for such duration of Cable Service, for which the Subscriber had paid in advance but was deprived due to such breach.

Indemnity: The Subscriber will indemnify and hold harmless the LCO and IMCL from all loss, claims, demands, suits, proceedings, damages, costs, expenses, liabilities (including, without limitation, legal fees) or causes of, for the misuse of the Cable Service or for non-observance of the Terms by the Subscriber.

Jurisdiction: All disputes with respect to the Terms between the Subscriber and IMCL shall be subject to Mumbai/Delhi/Kolkata jurisdiction, as the case may be.

Miscellaneous: Above terms are subject to any regulations, notification, tariff order, direction issued by TRAI. If any of the provision of the Terms becomes or declared illegal, invalid or unenforceable for any reason the same will be amended as per the new regulations, notification, tariff order, direction issued by TRAI. Rest of the provisions shall remain in full force and effect and No failure or delay to exercise any right or remedy hereunder shall be construed or operate as a waiver thereof.

N.B. Please Note that this Consumers Charter and the CRF issued to you shall be read as a whole whilst resolving all disputes and differences that may arise between you and us.

