

## NEW CONNECTION & CHANNEL SUBSCRIPTION PROCESS

### **CUSTOMER REGISTRATION**

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 you are opting for and pay the appropriate amount for the same based on your selected options.

New subscribers must submit address proof and photo identification. Ensure that you enroll one mobile number as a registered mobile number against your account, so that you receive regular updates, payment reminders and receipts of payments made. Providing your email address 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 in 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 and subject to the installation premise being covered by IMCL's existing network.

### **CHANNEL SUBSCRIPTION**

After 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.

### **Network Capacity Fee (NCF)**

As per the Government mandated New Tariff Order of 2017, from 29<sup>th</sup> December 2018, IMCL will be charging a Network Capacity Fee or NCF to all subscribers. The NCF is a fee charged for delivery of video signals to a subscriber. The pricing for the NCF has been defined by the Telecom Regulatory Authority of India (TRAI) as:

1. Rs. 130/- for the first 100 SD channels subscribed to
2. Rs. 20/- for every additional 25 channels subscribed to

### ***Basic Service Tier***

You can also choose to opt for the Basic Service Tier (BST) package which contains one hundred channels of which 24 are mandated Doordarshan channels. The BST is attractively priced at Rs.130/- per month plus taxes.

### **Pay Channels**

You can choose to subscribe to any pay channel packages offered by IMCL or choose one or more of the pay channels in a-la-carte (ALC) 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 to becomes unavailable on our network then your subscription charges for that package will be reduced by an amount equivalent to the value 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 any channel off air or discontinue the exhibition of any channel. The notice shall be published in the local newspaper and displayed through scrolls on your TV screen.

Subscribers must pay for all their subscriptions in prepaid mode to avail of services. We recommend that you renew your packages online or via your local cable operator before the expiry date of your packages to ensure un-interrupted viewing of your channels.

Subscribers who have opted for postpaid services will receive an invoice from IMCL or your local cable operator. Payment must be made within 15 days of invoice date. Failure to make payment will attract a penalty of 15% simple interest and could lead to deactivation of your video subscription services.

A Subscriber may choose any of the following to subscribe to any channel on A-la-carte basis:

1. **Website:** The Subscriber may go to IMCL-INDIGITAL website [www.indigital.co.in](http://www.indigital.co.in) and view the A La Carte channels of his choice & select.
2. **Customer Care Centre:** The Subscriber may make a request for subscription of any channel on A-la-carte basis through our centralized helpline no. 1860-212-6456 (Helpline). This service is available from 8.00 am (8 hours) to 11.00 pm (23 hours). The Subscriber shall be guided to and connected with the Customer Care Centre through the Interactive Voice Response System ("IVRS"). Executives will be available to record the request of the Subscriber in Hindi/English and the local language of the State. Apart from this, we also have decentralized service desks at all Unit/Branch Locations.