

Date :.....

Asianet Digital Network Private Limited
Registered and Corporate Office, 2 A, Ilnd Floor Carnival Technopark,
Technopark, Kazhakoottam, Karyavattam Post,
Thiruvananthapuram PIN: 695581 KERALA STATE, INDIA Email:helpdesk@asianet.co.in Web: www.asianetdigital.co.in CIN: U74999KL2015PTC039405, GST: 32AA0CA2898P1ZW

Subscriber ID :.....

Paste recent passport size colored photograph

(Do not staple

Costoner Name :	ASIANET DIRECT SUBSCRIBER CUSTOMER APPLICATION FORM (CAF)
Secret Page	
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Street, Village: **Grand Total No.** **Grand Tota	House/Flat No. :
CRI/Orante: Sure/VIT PIN code PIN code	Street / Village :
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State UT Pile code Adhara No. registed for CPE (Retail Scheme) Pile Code Adhara No. registed for CPE (Retail Scheme) Pile Code	Street / Village :
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യാൻ/തായർ വായിം (മായിപ്പെട്ടാൻ അടിംഗിയിയും തിരിംഗിയികൾം വിതിക്കെ സർവീസ് തിയുന്നുകൾം മായിലും ഒരു വെയും മായിപ്പിയിൽ വിയുന്നുകൾ വെയുന്നുകൾം വായുന്നുകൾ വായുന	I/We further undertake that in case of submission of any false information or forged documents by me/ us, I/We shall be liable for criminal action as per applicable law.
താന് പ്രത്യാഗ പ്രത്യാഗ അവരുന്നു. അവരുന്നു പ്രത്യാഗ്യാഗ്യാഗ്യാഗ്യാഗ്യാഗ്യാഗ്യാഗ്യാഗ്യാഗ	. അൽ/അതൻ വായിം (മായിം) അഭിംഗിയിയും തിരിംഗിയിയും രിതിക്കെ താർവീസ് തിത്വയുടെ മായിലുംഗി ഈ ഗ്രാവിതിന്റെ വിത്വയുടെ വ്യവസ്ഥക്കാം വ്യവസ്ഥക്കാം അവശ്യമായും വ
	നായുന്ന നാക്ഷണങ്ങളെ അവരായം അനേക്കാരുന്നു. അവരായായ സ്ഥാനത്തെ സ്ഥാനത്തുന്നുകയാല ബാധകരായ താരവെ നടക്കുകാരുമാണ് ഉറപ്പുന്തക്കുന്നു. അൻ/അങ്ങൾ തൽകിയിരിന്റെന്ന എളാ വിവാണേളും വർണ്ണമായും ശരിയും കുതൃവുമാണന്നും, ഐഡന്റിറ്റി പ്രവീന്റെയും അഡ്രസ്സ് പ്രവീന്റെയും കാരുത്തിൽ സമർപ്പിച്ച എളാ ഡോക്യാൻത്വ്യകളും കുതൃവർ ആയികാരികവും അന്നെന്നും അൻ/അങ്ങൾ സ്ഥാറികരിന്റെന്നു. അവ ഒറിയിൽ ഡോക്യായോല് ഒത്രുന്നോക്കി വിവരാത്തി. എന്നിരിന്റെ കവിധിക്ക് കൊടുവർ
പടില്ലാന്നും തൽ വ്യക്തിപ്രമായ ഉപയോഗത്തിനാണ്നും താൻ/തങ്ങൾ മനസ്സിലാക്കുന്നു. താൻ/തങ്ങൾ എൻെങ്കിലും ഒരുറയ വിവരങ്ങളോ വ്യാഭശേഖകളോ സരമപ്പിച്ചിട്ടുണ്ടെക്ക് നിയപോരായി ക്രിമീനൻ നടപടിക്ക് വിദ്ധത്താകേണ്ടി വരുമെന്നും മനസ്സിലാക്കുന്നു.	

Terms and conditions for availing Digital Cable Services of Asianet Digital Network Private Limited

- and its associated software) or more than one electronic device put in an
- grated system through which transmission of programmes including re
- Integrated system through which transmission of programmes including re-transmission of signals of television channels can be done in encrypted form, which can be decoded by the device or devices at the premises of the subscriber within the limits of the authorization made, on the choice and request of such subscriber, by the distributor of television channels. "Authority" means Telecom Regulatory Authority of India established under sub-section (1) of section 3 of the Telecom Regulatory, Authority of India Act, 1997 (24 of 1997); (c) "a-la-carte" or "a-la-carte channel" with reference to offering of a television channel means offering the channel Individually on a standalone basis. (d) "active subscriber" for the purpose of these regulations, means a subscriber who has been receiving signals of television channels directly from Asianet Digital Network Private Limited television channels directly from Asianet Digital Network Private Limited as per the subscriber management system and whose set top box has not been denied signals. (e) "Broadcaster" means a person or group of persons or body corporate of any organization or body who after having obtained, in its name, down linking permission for its channels, from the Central Government, is providing programming services. "bouquet" or "bouquet of channels" means an assortment of distinct channels offered together or as a group or as a bundle and all its grammatical variations and cognate expressions shall be construed accordingly.
- "basic service tier" means a package of free-to-air channels as referred to in Tariff Order 2017 as amended thereto (h) "Cable Service" or" cable TV in Tariff Order 2017 as amended thereto (h) "Cable Service" or "cable TV service" means the transmission of programmes including retransmission of signals of television channels through cables. (i) "Cable IV 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. (j) "Compliance officer" means any person designated so, who is capable of appreciating requirements for regulatory compliance under these regulations, by a service provider. "Distributor Retail Price" or "DRP" means the price excluding taxes, declared by Asianet Digital Network Private Limited for television channels and payable by a subscriber for a la cartepay channels or bouncet of pay
- ind payable by a subscriber for a la-cartepay channels or bouquet of pay dasth
- "Cable Service" means the transmission by cables of progra including retransmission by cables of anybroadcast television signa (m) "cable television network" means any system consisting of closed transmission paths and associated signal generation, control and distribution equipment, designed to provide cable service for reception by multiple subscribers;
- nt" or "CPE" m accessories installed at the premises of the subscriber to enable the reception of broadcasting services related to television provided through ssable systems and includes cable wire, set top box, remote control for set top box, dish antenna, low noise block converter or an equipment which may be necessary to receive broadcasting s
- er care Centre" means a department or a section established under sub-regulation (1) of regulation 25 by Asianet Digital Network Private Limited for television for addressing service requests, answering queries, recording of complaints, and redressal of grievances of consumers, by telephonic or electronic means or by any other means.

 "free to air channel" or "FTA channel" means a channel which is declared
- as such by the Broadcaster and for which no fees is to be paid by Asianet Digital No work Private Limited fortelevision channels to the br
- Proxignals of such channel "lock-in period" with reference to subscription of a-la-carte channel or bouquet of channels, means a period of subscription during which a subscriber and Asianet Digital Network Private Limited offering the
- subscription, are restricted from discontinuing or altering the subscription of such channel or bouquet of channels.

 "Maximum Retail Price" or "MRP" for the purpose of these regulations means the maximum price, excluding taxes, payable by a subscriber for alacarte pay channel or bouquet of pay channels as the case may be.

 "multi system operator" (MSO) means a cable operator who has been granted registration under rule 11 of the Cable Television Network Rules,
- (s) granted registration under rule 11 of the Cable Television Network Rules, 1994 and who receives a programming service from a broadcaster and re-transmits the same or transmits his own programming service for simultaneous reception by multiple subscribers directly. (I) "Acianet Digital Network Private Limited" means MSO (u) "Network Capacity Fee" means the amount, excluding taxes, payable by a subscriber to Acianet Digital Network Private Limitedfor distribution network capacity subscribed by that subscriber to receive the signals of subscribed television channels and it does not includes ubscription fee for any pay channel or bouquet of pay channels as the case maybe.
- "Nodal officer" means the officer appointed or designated by Asianet
- "rodal officer" means the officer appointed or designated by Assance Upilital Network Private Limitedunder sub-regulation (1) for regulation 2.8. "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 directly and which would require the use of an addressable system attached with the receiver set of a subscriber;
- arrached with the receiver set or a subscriber;
 "programme" means any television broadcast and includes
 a. Exhibition of films, features, dramas, advertisements and serials
 b. Any audio or visual or audio visual live programme or presentation and
 the expression" programming service" shall be construed accordingly,
 "pay channel" means a channel for which fees is to be paid to the
- mission through electron cable or through space intended to be received by the general publi directly and which would require the use of an addressable syste y and which would require the use of an ad ed with the receiver set of a subscriber;
- (bb) "service provider" means the Government as service provider and includes a licensee as well as any broadcaster, multi system operator (MSO)
- Asianet Digital Network Private Limited)
 (Asianet Digital Network Private Limited)
 (cc) "set top box" or "SIB" means a device, which is connected to, or is p of a television and which enables a subscriber to view subscribed chann "subscriber" means a person who receives broadcasting services related
- television from Asianet Digital Network Private Limited, at a place indicated by such person without further transmitting it to any other p and who does not cause the signals of television channels to be.
- Cable 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 Manual of Practice (MOP) which is available on
- and also contained in the Manual of Practice (MUP) which is available on the website www.aslanetdigitial.co.in.

 The subscriber at the time of availing the services shall duly fill/update the in the Customer Application Form (CAF) with the support of Aslanet Digital Network Private Limited with the valid POI (proof of Identity) / POA (Proof of address) to validating the connection address / address as per Aadhaar shown in the CAF. The subscriber shall ensure that the information stated in shown in the CAF. The subscriber shall ensure that the immension stated in the Customer Application Form (CAF) is complete and accurate in all respects and the subscriber here by undertakes to immediately notify Asianet Digital Network Private Limitedor any change there to. Photo identification and Address proof has also to be submitted along with the CAF, else the same will be treated as an incomplete CAF. The CAF should be signed by the subscriber / authorized signatory. Asianet Digital Network vate Limited shall provide a copy of the signed CAF to the sub all with the CAF number allotted against the connection

- All incomplete Customer Application Form (CAF) shall be rejected by Asianet Digital Network Private Limited and the deficiencies/ shot comings shall be informed to the subscriber for validating the same which may lead to discontinuing the services. In case of technical or operational nonfeasibility at the location requested
- In case of technical or operational non feasibility at the location re-by the subscriber, Asianet Digital Network Private Limited will int
- The subscriber shall be charged Rs... (Rupees. installation fee/advance Rental charges for installation of new connection and Rs. ... (Rupeesonly) as monthly subscription charges for activating the Broadcasting service. The same will be over and above
- connection and Rs. ... (Rupeesonly) as monthly subscription charges for activating the Broadcasting service. The same will be over and above the cost of STBs.

 Under the mental scheme, the ownership of the STB will be transferred upon payment of the last monthly instalment. However till such time that all the instalments are fully paid to "Asiance Digital Network Private Limited (ADNPL)" (Formerly known as Aciance Satellite Communications: Limited) and/or its affiliates shall remain and continue to remain the sole and absolute owner of the STB.

 Under the 3 year rental scheme, the ownership of the STB except the smart card/YC will be transferred upon payment of the last monthly rental nament.
- Monthly rentals for the STB will be payable Asianet Digital Network Private Limited and will be a part of the regular involce raised to the subscriber for the cable services rendered by Asianet Digital Network Private Limited. Under the Nental scheme Refund of security deposit will be made available.
- o the subscriber within seven days upon receipt of STB, provided the same as not been tampered with.
- 2.10 Under the rental scheme after the expiry of three years from the date of
- has not been tampered with.

 2.10 Under the rental scheme after the expiry of three years from the date of installation of set top box and payment of outstanding amount the entire security deposit shall be refunded to the subscriber.

 2.11 Under the Rental scheme Aclanet Digital Network Private Limitedwould service the STB during the period of three years as per the relevant provisions of "The Telecommunication" (Broadcasting and Cable Services) Standards of quality of Service and Consumer Protection (Addressable Systems Regulations 2017) as amended thereto. Any relocation of the STBs or suspension of signals will be also be governed by the provisions of aforementioned regulations.

 2.12 Under the outright purchase scheme, the STB ownership will be transferred to the subscriber and the STBs will have a warranty of one year subject to the same being in its original condition. Any relocation of the STBs or suspension of signals will be governed by the provisions of QOS Regulation 2017 as amended thereto. Asianet Digital Network Private Limited reserves the rights to change the price of STBs anytime without prior information. Remote controls are not covered under warranty.

 2.13 Adianet Digital Network Private Limited reserves the 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).

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

- subscribers and passed on.

 2.15 The subscribers shall have the option to select bouquets/packages or channels on an a la carte basis by ticking the same on the CAF. The gy and the payme the same along with the STB details where the subscr channels to be activated. Upon receipt of the fully filled CAF and complete and correct in all respects, the channels /packages selected by the subscribershall be activated within 72 hours of its receipt.
- sustancers and the activated within 12 hours of its receipt.

 2.16 Composition of channels in any package that the subsoriber has availed of, will not be altered during the lock in period for which subscriber has paid the subscription fee. Should there be a change in the same due to any channel becoming unavailable on our network, an alternative channel from that genre & language will be provided/ replaced or a price reduction equivalent to the a la carte rate of that channel will be provided from the
- date of discontinuation.

 The Subscriber heerby agrees to allow the authorized representatives of Asianet Digital Network Private Limitedto enter upon the Installation Address for inspection, installation, removal, replacement and repossession of the Hardware under the Terms hereof. This clause survives the termination until the all the dues are paid and the Viewing Card ("VC") along with the STB is returned to Asianet Digital Network Private Limited in satisfactory working condition. 2.18 The Cable Service and the license to use the VC shall be for personal viewing of the Subscriber /s and for his family members only. No assignment of VC shall be valid unless the same is approved in writing by Asianet Digital Network Private Limited. 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 allow be liable to pay in termination of Service and the subscriber shall also be liable to pay
- ubscriber agreed and acknowledges that the VC has been merely sed to the Subscriber by Asianet Digital Network Private Limited to the Channels for one TV set only and shall at all times be the exclusive 2.19 The Sub property of Asianet Digital Network Private Limited and that he /she has been fully explained and accepts that any unauthorized relay or retransmission of the signal will constitute infringement of copyright of the content providers /owners/licensors thereof and will in addition to the

- retransmission of the signal will constitute infringement of 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.

 2.20 The Subscriber undertakes not to use or cause to be used the VC with any others set top box or device and /or SIB with any other VC or device and shall ensure the safety and security of the Hardware from unauthorized use, theft, misuse, damages, loss etc and shall report any loss / misplacement/defectimmediatelytok/sianet/bigital/Network/Private Limited.

 2.21 The subscriber undertakes that he shall neither by himself nor allow any other person to modify, misuse or tamper with the Hardware for 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 there of;

 2.22 The subscriber undertakes to make payment of subscription fee and other charges in a timely manner.

 2.23 The subscriber undertakes not to do or allow any actor thing to be done as a result of which the right of Asianet Digital Network Private Limitedian relation to the Service and/or Hardware 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 ordherwise are so bound.

 2.24 The subscriber undertakes not to hypothecate, transfer or create or selfer any change, lie nor any onerous liability in respect of the Hardware which is notowed by the said Subscriber.
- er undertakes not to relay, transmit or redistribute the sign
- The subscriber undertakes not to use, either before or after the STB (except TV/PVD) of the Company is installed, any decoding, receiving, recording equipment(s) other than the equipment authorized and specified by the
- Company;
 2.27 The subscriber undertakes to give all necessary assistance in order to ensure compliance of terms of CAF and MOP by Asianet Digital Network Private Limited. 2.28 The subscriber agrees that rights under this CAF are personal in nature and
- on-transferable/non-assignable. 2.29 The subscriber agrees to return the STB/VC in a good working condition to
- 2.29 The subscriber agrees to return the Site/Vi. In a good warrang container. AsianetDigitalNebon/PrivateLimiteddependingorthe CPEscheme-opted by it 2.30 Subscriber shall be solely responsible for payment of all taxes GST/leviles/changes/damages imposed by any authority for the time bein inforce in relation to services being availed by it.
 2.31 All the terms and conditions including the provision related to the terms service, tariff, rebates, discount and refund shall be subject to the rule regulation, notification, guidelines as may be specified by the Authority or a subject of the rule regulation, notification, guidelines as may be specified by the Authority or a subject of the rule regulation, notification, guidelines as may be specified by the Authority or a subject of the rule regulation.
- Pariment obstantion:
 3.1 Asianet Digital Network Private Limitedshall be offering its services on
 Pre-paid/Post-paid model only.
 The billing cycle for prepaid payment shall be thirty days from the date of
- er shall be required to renew their plan on or before the expiry date r would be notified regarding the renewal of services either through

- mail, SMS subject to subscriber having provided his email or mobile imberto the Asianet Digital Network Private Limitedgrior to the egypriydate, stanet Digital Network Private Limitedshall have the right to suspend the ervices of the subscriber in case of non-availability of balance amount in ""
- nsy her prepaid account.

 Subscriber agrees that continuous suspension of service form months will lead to deactivation of signals by Asianet Digital N Limited and subscriber shall be labile to pay an amount reactivation fee in case of reactivation in such a scenario.

 SUSPENSIONS / TERMINATION OF SERVICE:
- The terms will commence from the date of installation of the STB/Hardware and shall remain in full force and effect unless terminated under the Terms.
- 4.2 A 15 day notice period will be given if Asianet Digital Network Pri Limited choose to discontinue providing a channel. The notice discontinuation shall be displayed as a scroll on the TV screen of concerned channel.
- 4.3 If the subscriber cho ubscriber chooses to relocate, the subscriber shall submit tion in advance to Asianet Digital Network Private Limited. Asia Digital Network Private Limited shall relocate the connection, provided it is technically and operationally feasible. If not, Asianet Digital Network Private Limited will inform the subscriber like wise and the subscriber can opt to surrender the STB and proceed to claim a refund as per the terms of the scheme under which the subscriber has availed the STB.
- If the services have been temporarily discontinued on the subscribers request, no charges other than STB rentals will be payable by the
- No suspension of services is possible if the period of suspension comp part of a month.
 Suspension of services is possible for one month and in the multiple the

- suspension or services is possible for one month and in the multiple mereor, but the period cannot exceed three months. Asianet Digital Network Private Limited shall charge an amount not exceeding Ris. ... if the period of its suspension is under three months. There after a reconnection/ reactivation charge of Ris.../ plast awill be levied. If the subscriber submits its disconnection notice 15 days in advance, no charges will be payable by the subscriber even Asianet Digital Network Private Limited fails to disconnect the service.
- Private Limited fails to disconnect the service.

 Disconnection of a channel/ package is possible only on a monthly basis on expiry of the term of the lock in package/ period.

 Notwithstanding the aforesaid, the cable service shall be liable to terminated or suspended at the option of Asianet Digital Network Private Control of the Con terminated or suspended at the option of Adamet Digital Network Private Limited either wholly or partly, upon occurrence of any of the following events: Le. (a) if the subscriber commits a 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 Cable television Networks (Regulation) Act, 1995 and/or the Rules made there under and all and any other applicable laws, notifications, directions and Regulations of any statutory or regulatory bodies; (f) if the Broadcaster/Channel Providers suspend or discontinue to transmit any Channel's for any reason not in the event of suspension, the Subscriber will be liable to pay forth with up to the last day of the month of suspension / termination and to return forth with the VC, in working condition (reasonable) wear and tear excepted).
- with the VC, in working condition (reasonable wear and tear excepted).
 4.12 in the event of termination, the Subscriber will be liable to pay forth upto the last day of the month of termination and to return forth with STB and the VC, in working condition (reasonable wear and tear except state).
- STB and the VC, in working condition (reasonable wear and tear excepted).

 4.13 The cable Service may be restored upon receipt of all the dues, advance Subscription or deposit if applicable, reconnection charges (if payable) 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 disconnected notice is with Service by adequations.
- disconnected period as if the Service had continued.

 REDRESSAL OF COMPLAINTS:

 Subscriber can login your complaint directlyto Asianet Digital Network

 Private Limited or website www.asianetdigital.co.in or
- subscriber can refer to MOP available on the website of Asianet Digital Network Private Limited for details of redressal mechanism and nodal

Subscriber can refer to MOP available on the website of Asianet Digital Network Private Limited for details of redressal mechanism and nodal officers.

FORCEMMEURE: If at anytime, during the continuance of Service, the Service is interrupted, discontinued either whole or in part, by reason of war, warline situation, civil commotion, theft, withil destruction, temorist attack, sabotage, fire, flood, earthquake, nots, explosion, epidemic, pandemic, quarantine, strikes, lockout,compilance with any acts or Government orders, directions of any judicial, statutory or regulatory authority or any others. 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 Asianet Digital Network Private Limited, the Subscriber will not have any claim for any loss or damages against Asianet Digital Network Private Limited. DISSCLAMEE.

Asianet Digital Network Private Limited will make reasonable efforts to ender uninterrupted Service to the Subscriber and make no representation and warranty other than those set forth in the Terms and hereby expressly declaim all other warranties express or implied, including but not limited to any implied warranty or merchantability or fitness for particular purpose.

LIMITATION OF LIABILITY:

Asianet Digital Network Private Limited and the employees thered shall be all liable for the Schecifficer as to any other person for all or any indirect

LIMITATION OF LIABILITY:
Asianet Digital Network Private Limited 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 in ability to provide the same whether or not due to suspension, interruption or termination of the Service or for any inconvenience, disappointment due to deprival of any porgramme or information whether attributable to any negligent action or omission or otherwise. Provided however the maximum liability of Asianet Digital Network Private Limited for any actual or alleged breach shall not exceed the subscription paid in advance but was deprived due to such breach.

INDEMNITY:

Subscriber had paid in advance out was eepined due to such breach. INDEMNITY:

The Subscriber here by indemnifies and hold harmless Asia Digital Network Private Limited and from all the loss, claims, deman suits, proceedings, damages, costs, expenses, liabilities/includin without limitation, reasonable legal frees) or cause of for use and misses the Cable Service or for non-observance of the Terms by the Subscriber.

Notice at the Installation Address shall be de ufficient and binding on the Subscriber. URISDICTION: All disputes and differences with respect to

oricinos: All disputes and differences with respect en the Subscriber and Asianet Digital Network Pri elect only to the jurisdiction of the courts at Trivandr MISCELLANEOUS:

ELLANGUES:
If any of the provisions of these Terms becomes or is de, invalid or unenforceable for any reason, the other provision in full force and effect and no failure or delay to exercise any ty here undershall be constructed or operate as a waiver there of e amended by the authority from time to time and shall be bind

The terms and condition prescribed under the regulation is Authority on 03.03.201 as amended thereto are applicable h Detailed information is available on the authorized site of Regulatory Authority of India vir. www.trai.gov

	Customer Care Centre Relateo Informati
	Designated Nodal Officer:-
-	

	State:
Email ID: http://asianetdigi	ital Mobile No.: 9833717729.co.in/nodal officer
TollFree No.: 1800 425 472!	5
Address:	

net Digital Network Private Limited

The subscriber has read and understood all the terms and con nt and the same are agreed and accepted to him/her/ it comple without any hindrance/limitation