ASIANET DIGITAL NETWORK PRIVATE LIMITED
TERMS AND CONDITIONS OF SERVICE

1. NAME AND ADDRESS OF THE MSO

Asianet Digital Network Private Limited
2A, 2nd Floor, Carnival Infopark (Leela Technopark),
Technopark, Kazhakuttom, Trivandrum, Kerala – 695581

2. TERMS AND CONDITIONS OF SERVICE OFFERED BY THE DISTRIBUTOR OF TELEVISION CHANNELS

Preamble

These Terms and Conditions shall be read together with the Customer Application Form (CAF), the applicable tariff, package/channel selection, CPE scheme opted for by the Subscriber and all applicable rules, regulations, orders, notifications and directions issued by the competent regulatory authority from time to time. In the event of any inconsistency, the applicable law, regulation, order, notification or direction of the competent regulatory authority shall prevail.

1. Definitions

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 transmission of programmes, including retransmission 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.

b) "Authority" means the Telecom Regulatory Authority of India established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997.

c) "A-la-carte" or "A-la-carte channel" means offering a television channel individually on a standalone basis.

d) "Active Subscriber" means a Subscriber who has been authorized to receive signals of television channels as per the Subscriber Management System and whose Set Top Box has not been denied signals.

e) "Broadcaster" means a person, group of persons, body corporate, organization or body who, after obtaining downlinking permission for its channels from the Central Government, provides programming services.

f) "Bouquet" or "Bouquet of channels" means an assortment of distinct channels offered together or as a group or bundle and all grammatical variations and cognate expressions shall be construed accordingly.

g) "Cable Service" or "Cable TV Service" means the transmission of programmes, including retransmission of signals of television channels, through cables.

h) "Cable Television Network" or "Cable TV 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.

i) "Compliance Officer" means a person designated by a service provider who is capable of appreciating requirements for regulatory compliance under the applicable regulations.

j) "Customer Premises Equipment" or "CPE" means the components and accessories installed at the premises of the Subscriber to enable reception of broadcasting services related to television provided through an addressable system and includes cable wire, Set Top Box, remote control for Set Top Box, dish antenna, low noise block converter and any other equipment necessary to receive such broadcasting services.

k) "Customer Care Centre" means a department, section or facility established for addressing service requests, answering queries, recording complaints and redressal of grievances of Subscribers through telephonic, electronic or other permitted means.

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l) "Free-to-air channel" or "Free-to-air television channel" means a channel declared as such by the Broadcaster for which no fee is payable by the distributor of television channels to the Broadcaster for its signals.

m) "Lock-in period" means, with reference to subscription of an A-la-carte channel or Bouquet of channels, a period during which the Subscriber and the distributor of television channels are restricted from discontinuing or altering the terms of subscription, subject to applicable regulations.

n) "Local Cable Operator" or "LCO" means a person registered under Rule 5 of the Cable Television Networks Rules, 1994 and associated with the Company.

o) "Multi-System Operator" or "MSO" means a cable operator who has been granted registration under Rule 11 of the Cable Television Networks Rules, 1994 and who receives a programming service from a Broadcaster and retransmits the same or transmits its own programming service for simultaneous reception by multiple subscribers directly or through one or more Local Cable Operators.

p) "Network Capacity Fee" means the amount, excluding taxes, payable by a Subscriber to the distributor of television channels for distribution network capacity subscribed by such Subscriber to receive signals of subscribed television channels and does not include subscription fee for a pay channel or Bouquet of pay channels, as the case may be.

q) "Nodal Officer" means the officer appointed or designated by a distributor of television channels under the applicable regulations.

r) "Programme" means any television broadcast and includes exhibition of films, features, dramas, advertisements and serials and any audio, visual or audio-visual live performance or presentation; and "programming service" shall be construed accordingly.

s) "Pay Channel" means a channel for which a fee is payable to the Broadcaster for its retransmission.

t) "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 such services to any other person. Each Set Top Box located at such place for receiving the subscribed broadcasting services shall constitute one Subscriber.

u) "Service Provider" means the Government as a service provider and includes a licensee, Broadcaster, distributor of television channels, MSO or LCO, as applicable.

v) "Set Top Box" or "STB" means a device connected to or forming part of a television receiver which enables a Subscriber to view subscribed channels.

w) "Subscriber Management System" or "SMS" means the system used for subscriber registration, authorization, activation, deactivation and management of subscription to television channels.

x) "CAF" means the Customer Application Form submitted by the Subscriber for availing the services of the Company.

2. Provision of Service

1. The Subscriber shall fill in the Customer Application Form (CAF) in duplicate and submit the CAF to the LCO/the Company, as the case may be. The Subscriber shall ensure that the information stated in the CAF is complete and accurate in all respects and shall immediately notify the Company or its LCO of any change thereto. Photo identification and address proof shall be submitted along with the CAF, failing which the CAF shall be treated as incomplete or deficient. The LCO/the Company shall return the duplicate copy of the CAF to the Subscriber duly acknowledged.

2. All incomplete or deficient CAFs shall be rejected by the Company or its LCO, as applicable, and the deficiencies shall be informed to the Subscriber.

3. The CAF shall contain a Unique Identification Number (UIN). The Subscriber shall quote the UIN/CAF number in communications with the Company or its LCO concerning the application or connection, wherever applicable.

4. The Company shall charge Rs. 350/- (Rupees Three Hundred and Fifty only) as one-time installation fee for installation of a new connection and Rs. 100/- (Rupees One Hundred only) as one-time activation fee for activation of the broadcasting services related to television, in each case subject to applicable taxes.

5. The Subscriber may opt for an STB under any of the CPE schemes set out in Schedule I.

6. Subject to technical and operational feasibility at the location requested by the Subscriber, receipt of a complete and correct CAF and receipt of the applicable payment, the Company or its LCO shall endeavour to set up and activate

the connection within the timeline prescribed under the applicable regulations. Where activation is not technically or operationally feasible, the Company or its LCO shall inform the Subscriber of the same within the applicable regulatory timeline.

7. The Subscriber may select packages or channels on an a-la-carte basis, as offered by the Company, by making the relevant selection in the CAF or through such other permitted mode. The Subscriber shall select the payment methodology and payment term and specify the STB in respect of which the selected channels are to be activated.

8. The Cable Service shall be made available to the Subscriber with effect from the date of activation of the STB in the Subscriber Management System (SMS), subject to the terms of the CAF and applicable regulations.

9. Except in the case of an outright purchase of the STB by the Subscriber, the STB/CPE is licensed or provided to the Subscriber under the applicable CPE scheme and shall remain the property of the Company until ownership passes to the Subscriber in accordance with the applicable CPE scheme.

10. The Subscriber shall ensure the safety and security of the STB/CPE and take reasonable care to prevent unauthorized use, theft, misuse, damage or loss. The Subscriber shall not tamper with, alter, relocate or otherwise interfere with the STB/CPE except with the prior authorization of the Company where such authorization is required.

11. The Subscriber hereby agrees to allow authorized representatives of the LCO/the Company reasonable access to the Installation Address for inspection, installation, removal, replacement, maintenance and, where applicable, repossession of the CPE in accordance with these Terms and the applicable CPE scheme. This provision shall survive termination until all dues are settled and all Company-owned CPE is returned in satisfactory working condition.

12. The Cable Service is intended for personal viewing by the Subscriber and the Subscriber's family members only. The Subscriber shall not permit public viewing, commercial exploitation, unauthorized redistribution, relay or retransmission of the signals. Any unauthorized relay or retransmission may constitute infringement of copyright or other applicable rights and may result in termination of service and civil and/or criminal liability under applicable law.

13. All terms and conditions, including those relating to service, tariff, rebates, discounts and refunds, shall be subject to the rules, regulations, orders, notifications and guidelines specified by the Authority or otherwise applicable from time to time.

3. Obligations of Subscribers

1. To make timely payment of all dues within the due dates mentioned in the bills or as otherwise applicable under the prepaid arrangement.

2. To use only such STB/CPE and, where applicable, Viewing Card/Smart Card issued or authorized for such STB/CPE and compatible with the Company's network and registered in the name of the Subscriber.

3. To take proper care of the STB/CPE and immediately intimate the Company in writing in case of loss, theft or misplacement of any Company-owned CPE.

4. Not to use any decoding, receiving or recording equipment other than equipment authorized or specified by the Company, except ordinary television/permitted equipment.

5. To keep the STB/CPE in good working condition and obtain repair or replacement only from agents/agencies authorized or nominated by the Company, and not to shift the STB/CPE from the Subscriber's premises without the Company's consent where such consent is required.

6. Not to replace, sell, assign, pledge, mortgage, lend, underlet, shift, remove, exchange, modify, alter, misuse or tamper with the STB/CPE, including any seal or security feature.

7. To provide reasonable assistance to the Company/LCO in connection with the CAF and provision of services.

8. Not to indulge in piracy or activities resulting in infringement or violation of trademark, copyright or other rights of the Company, Broadcaster, content owner/licensor or any other person associated with such transmission.

9. Not to distribute or redistribute signals from the Subscriber's premises to neighbouring premises or any other premises.

10. To intimate the Company within two (2) days of receipt of a bill/statement of subscription charges of any discrepancy in billing.

11. Not to transfer or assign the Subscriber's rights, obligations or liabilities under the CAF/these Terms to any other person without prior permission of the Company where such permission is required.

12. To return Company-owned STB/CPE and Viewing Card/Smart Card, if applicable, upon termination or disconnection, in accordance with the CPE scheme opted for by the Subscriber.

13. The CAF and these Terms are personal to the Subscriber and shall not be assignable or transferable in favour of a third party except in accordance with applicable law and the Company's permitted process.

14. To be responsible for taxes, levies, charges, penalties or damages imposed on the Subscriber under applicable law or arising from the Subscriber's acts or omissions.

4. Nodal Officers and Complaint Escalation

In case a Subscriber is not satisfied with the redressal of a complaint by the Customer Care Centre, the Subscriber may approach the Nodal Officer of the distributor of television channels for further redressal.

(a) register every complaint lodged by the Subscriber;

(b) issue an acknowledgement to the Subscriber within two working days from receipt of the complaint, indicating the unique complaint number;

(c) redress the complaint within the timeline prescribed under applicable regulations and intimate the decision to the Subscriber.

Nodal Officer – Kerala, Karnataka, Andhra Pradesh and Telangana

Name: Ms. Kavitha Itty

Address: Asianet Digital Network Private Limited, 2A, 2nd Floor, Carnival Infopark (Leela Technopark), Technopark, Kazhakuttom, Thiruvananthapuram – 695581

Contact Number: +91 471 3071192

Email: kavithaitty@asianet.co.in

Working Timings: 09:30 to 17:30 hours, Monday to Friday; Saturdays: 09:30 to 13:30 hours.

The Company shall maintain and publish the applicable Nodal Officer details on its website. Any discrepancy between the name, email ID, telephone number or other particulars published in different documents shall be rectified and the website details shall be treated as the current contact details, subject to applicable regulatory requirements.

Appellate Authority

Name: Mr. Krishnakumar

Email: krishnakumar@asianet.co.in

Contact Number: +91 471 3071190 / +91 8086011023

A Subscriber may approach the Appellate Authority in the prescribed form and manner if the complaint has not been satisfactorily addressed by the Nodal Officer.

5. Consumer Protection Provisions

a) Disruption in Service

In case signals of television channels to a Subscriber are continuously disrupted for a period exceeding seventy-two hours, the Company or its linked LCO, as applicable, shall reduce the subscription charges of the Subscriber by an amount equivalent to the proportionate Distributor Retail Price and Network Capacity Fee in respect of such channels for the entire period of such disruption, calculated from the time the complaint is registered, subject to the exceptions prescribed under applicable regulations.

b) Price Protection for Advance Subscription Payment

Where broadcasting services have been availed with a lock-in period or subscription charges have been paid in advance for a specific period under a scheme offered by the Company, the Company shall continue to provide such services for that period without increasing the subscription price or altering the other terms of subscription to the disadvantage of the Subscriber, subject to applicable regulations.

c) Temporary Discontinuation of Service

1. Upon receiving a request from a Subscriber, the Company or its linked LCO, as applicable, shall temporarily suspend the broadcasting services, provided the request is made at least fifteen days prior to the requested date and the suspension is for a minimum period of one month and in multiples thereof, subject to applicable regulations.

2. No amount shall be charged during the temporary suspension except the applicable rental amount for CPE provided under a rental scheme.

3. If services remain suspended continuously for more than three months, the Subscriber shall not be counted as an active subscriber and may be deactivated from the SMS in accordance with applicable regulations.

4. Upon receiving a request for restoration, the Company or its LCO shall restore services within the prescribed timeline and may charge the applicable restoration/reactivation fee, subject to the limits prescribed by the regulations.

d) Disconnection of Services

1. Upon request from the Subscriber, the Company or its LCO shall disconnect the broadcasting service from the date indicated by the Subscriber and refund deposits, if any, due to the Subscriber subject to fulfilment of the applicable terms and conditions. The request shall ordinarily be made at least fifteen days prior to the requested date.

2. The Company shall not disconnect services without giving prior notice of at least fifteen days indicating the reasons for disconnection, except where a different treatment is expressly permitted by applicable law or regulation, including cases involving piracy or other unlawful activity.

3. Where required under applicable regulations, the disconnection notice shall be communicated through the prescribed means, including running scrolls on the television screen and SMS to the registered mobile number, and may also be communicated through email or other appropriate means.

e) Terms and Conditions for Billing and Payment

1. The Company offers services on a prepaid model only.

2. In case of prepaid payments, the Company or its linked LCO shall acknowledge the payment and ensure that the SMS is updated accordingly.

3. The billing cycle for prepaid payment shall be thirty days from the date of activation of services, unless otherwise specified under an applicable tariff or scheme.

4. The Company shall maintain, on its website or through the applicable subscriber interface, billing and payment records for the preceding six months and provide the Subscriber access to such records. Such records shall contain itemized details of Network Capacity Fee, CPE rental charges if any, charges for subscribed pay channels and bouquets, and applicable taxes.

5. The Company may temporarily suspend services where there is insufficient balance in a prepaid account. If services remain suspended continuously for three months, the Subscriber may be deactivated from the SMS. Upon recharge, the Company may charge the applicable reactivation fee, subject to the maximum permitted under applicable regulations.

f) Relocation of Connection

In case a Subscriber requests relocation of the connection from one location to another, the Company or its LCO shall, subject to technical and operational feasibility, relocate the connection within the timeline prescribed under applicable regulations. Any relocation charge shall not exceed the amount permitted under applicable regulations and the applicable tariff. Where the relocation involves outdoor CPE, the applicable regulatory definition of outdoor equipment shall apply.

6. Procedure and Benchmark for Complaint Redressal

The Company has established a Customer Care Centre for addressing service requests and complaints of Subscribers.

(a) Customer Care Number: 1800-425-4725 / Helpline: 0484 4200 800

(b) Services are accessible between 08:00 hours and 22:00 hours on all days of the week.

(c) Services are provided in the regional language of the service area in addition to Malayalam and English, as applicable.

(d) Interactive Voice Response System (IVRS) with provision for complaint registration.

(e) Web-based complaint management system for registration and tracking of complaints.

Complaint redressal timelines

(a) All complaints shall be responded to within eight hours of receipt, provided that complaints received after office working hours shall be responded to by the next working day.

(b) At least ninety percent of all 'no signal' complaints received shall be redressed and signal restored within twenty-four hours of receipt.

(c) Billing complaints shall be redressed within seven days of receipt and refunds, if any, shall be made within thirty days of receipt of the complaint.

(d) At least ninety percent of all other complaints shall be redressed within forty-eight hours of receipt.

(e) No complaint, except billing-related complaints referred to above, shall remain unresolved beyond seventy-two hours, subject to the exceptions and timelines permitted under applicable regulations.

The Company shall, upon registration of a complaint, allot a unique complaint/docket number and communicate the same to the Subscriber. Where a complaint cannot be attended to within the prescribed timeframe for reasons beyond the Company's reasonable control, the Subscriber shall be informed of the reasons and the expected timeline, subject to applicable regulations.

7. Force Majeure

If, during the continuance of the Service, the Service is interrupted or discontinued, wholly or partly, 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 act or direction of a judicial, statutory or regulatory authority, Act of God, technical or system failure, discontinuation of any channel or any other cause beyond the reasonable control of the Company or LCO, the Subscriber shall not have a claim for loss or damages to the extent such claim is excluded or limited under applicable law. Nothing in this clause shall exclude any refund, adjustment, consumer protection or other remedy that is mandatorily available under applicable law or regulation.

8. Disclaimer

The LCO/Company shall make reasonable efforts to render uninterrupted Service to the Subscriber and makes no representation or warranty other than those expressly set forth in these Terms, subject always to applicable law and regulations. To the extent permitted by law, all other warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose, are disclaimed.

9. Limitation of Liability

To the extent permitted by applicable law, the LCO, distributors, the Company and their respective employees shall not be liable for indirect, special, incidental or consequential damages arising out of or in connection with the provision of the Service or inability to provide the same, including suspension, interruption or termination of Service or deprivation of any programme or information. Provided, however, that the maximum liability for any actual or alleged breach shall not exceed the subscription amount paid in advance for the period of Service for which the Subscriber paid in advance but was deprived due to such breach. Nothing herein shall limit liability or remedies that cannot lawfully be limited or excluded under applicable law.

10. Indemnity

The Subscriber shall indemnify the Company and its officers, employees and authorised representatives against third-party claims, losses, damages, liabilities and reasonable legal costs arising directly from the Subscriber's unlawful use of the Service, unauthorised redistribution or retransmission of signals, infringement of third-party rights, or breach of these Terms, to the extent attributable to the Subscriber's acts or omissions. This obligation shall not apply to the extent that such loss or claim arises from the negligence, wilful misconduct or breach of the Company or the LCO.

11. Jurisdiction

All disputes and differences with respect to these Terms between the Subscriber and the Company or the LCO shall be subject to the jurisdiction of the courts and forums having jurisdiction under applicable law. Nothing in these Terms shall restrict any statutory, regulatory, consumer or other remedy available to the Subscriber under applicable law.

12. Miscellaneous

If any provision of these Terms becomes or is declared illegal, invalid or unenforceable for any reason, the remaining provisions shall remain in full force and effect. No failure or delay in exercising any right or remedy shall be construed or operate as a waiver thereof. These Terms may be amended to the extent required to reflect amendments to applicable law, regulations, orders or directions of the Authority or other competent authority and such amendments shall be binding to the extent applicable.

13. Data Protection and Privacy

13.1 The Subscriber acknowledges and agrees that the Company may collect, record, store, use, process and otherwise handle personal data and information provided by the Subscriber or generated in connection with the provision, activation, maintenance, billing, support, security and discontinuation of the Services, including information contained in the CAF, identification and address documents, registered mobile number, email address, Subscriber account details, STB/CPE details, subscription and payment information, complaint and service request records and other information necessary for providing and managing the Services.

13.2 The Company shall process such personal data in accordance with the Digital Personal Data Protection Act, 2023, the rules, regulations, notifications and directions issued thereunder, as applicable, and other applicable data protection and privacy laws.

13.3 The Company may process personal data for purposes including:

(a) processing and verification of the CAF and subscriber registration;

(b) activation, provisioning, suspension, restoration and termination of Services;

(c) subscriber authentication, KYC and regulatory compliance;

(d) billing, payment collection, accounting and reconciliation;

(e) customer support, complaint handling and service improvement;

(f) prevention, detection and investigation of fraud, piracy, unauthorized access, misuse and other unlawful activities;

(g) maintenance, repair and management of STB/CPE and network infrastructure;

(h) compliance with applicable laws, regulations, orders, directions and requests of governmental, regulatory, judicial or law enforcement authorities; and

(i) such other purposes as may be permitted under applicable law and disclosed to the Subscriber from time to time.

13.4 The Subscriber acknowledges that the Company may share or disclose relevant personal data, to the extent necessary and permitted under applicable law, with its Local Cable Operators, service providers, technology and IT service providers, payment service providers, collection agencies, installation and maintenance agencies, Broadcasters, content or distribution partners, auditors, professional advisers and other authorized third parties engaged for providing, administering, securing or supporting the Services, as well as with governmental, regulatory, judicial or law enforcement authorities where required or permitted by law.

13.5 Where processing of personal data is based on the Subscriber's consent, the Subscriber may exercise the rights available under applicable data protection law in the manner specified in the Company's applicable Privacy Notice. Withdrawal of consent shall not affect the lawfulness of processing carried out before such withdrawal and shall not prevent the Company from processing personal data where such processing is otherwise permitted or required under applicable law.

13.6 The Company may retain personal data for such period as is reasonably necessary for the purposes for which it was collected, for providing Services, resolving disputes, enforcing contractual rights, maintaining business and transaction records, complying with applicable legal and regulatory requirements and establishing, exercising or defending legal claims.

13.7 The Company shall implement reasonable technical and organisational measures, as required under applicable law, to protect personal data against unauthorized access, disclosure, alteration, loss, destruction or other unauthorized processing.

13.8 The Subscriber shall provide accurate and updated information and shall promptly notify the Company of any change in information relevant to the Services. The Subscriber shall not provide personal data of any other individual to the Company unless the Subscriber is lawfully entitled to provide such information.

13.9 The detailed information regarding the categories of personal data collected, purposes of processing, applicable rights and mechanisms for exercising such rights, grievance redressal and other privacy-related matters shall be set out in the Company's Privacy Notice/Privacy Policy, as amended from time to time in accordance with applicable law.

13.10 In the event of any conflict between this Clause and any mandatory requirement under applicable data protection law, the mandatory requirement shall prevail.

SCHEDULE I

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

A. OUTRIGHT PURCHASE SCHEME

Sl. No.	Type of STB	MRP (INR)	Security Deposit
1	Standard Definition	1999 + applicable GST	Nil
2	High Definition	2500 + applicable GST	Nil

General Terms and Conditions

1. The Company reserves the right to revise the price of STB from time to time, subject to applicable tariff and regulatory requirements.

2. The STB purchased under this scheme shall be supplied subject to applicable taxes. Any statement of MRP shall be read together with the applicable GST/tax treatment.

3. The STB purchased under this scheme carries a warranty of one year from the date of purchase, subject to the warranty terms.

4. The warranty shall not apply where the STB has been tampered with, damaged, misused or altered by the Subscriber, subject to the warranty terms and applicable law.

5. Ownership of the STB under this scheme shall vest with the Subscriber upon purchase and payment of the applicable price.

6. After expiry of the warranty period, the Company may charge for repairs in accordance with the rates notified from time to time.

7. The Company shall charge one-time installation fee of Rs. 350/- and one-time activation fee of Rs. 100/- per STB, plus applicable taxes.

8. Relocation and temporary suspension shall be governed by the applicable regulations and tariff.

9. Any additional remote for the STB shall be supplied on payment of Rs. 150/- plus applicable taxes, if any, per remote.

B. ONE YEAR ADVANCE RENTAL SCHEME

Sl. No.	Type of STB	MRP / Advance Rental (INR)	Security Deposit
1	Standard Definition	1499 + applicable GST	Nil
2	High Definition	1999 + applicable GST	Nil

Clarification: The one-year advance rental scheme shall be governed by the terms communicated to the Subscriber at the time of availing the scheme. The Subscriber shall not be charged rental again for the same one-year advance rental period, subject to applicable taxes and the terms of the scheme.

C. MONTHLY RENTAL SCHEME

Sl. No.	Type of STB	Rent per Month (INR)	Security Deposit
1	Standard Definition	60 + applicable GST	1000
2	High Definition	80 + applicable GST	1500

General Terms and Conditions

1. The rental under this scheme shall be payable for a period of three years, unless otherwise specified under the applicable scheme.

2. The monthly rental is exclusive of applicable taxes.

3. After completion of three years of rental payment and subject to payment of all outstanding amounts, no further STB rental shall be payable and the STB shall become the property of the Subscriber, except for any Smart Card/Viewing Card or other item expressly retained as the property of the Company.

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4. Until all rental payments required under the scheme are made and ownership passes in accordance with the scheme, the STB shall remain the property of the Company.

5. The Company shall service the STB during the three-year rental period in accordance with applicable regulations and the terms of the scheme.

6. After completion of the three-year rental period, the Company may charge the Subscriber for repairs in accordance with the rates notified from time to time.

7. The Company shall charge one-time installation fee of Rs. 350/- and one-time activation fee of Rs. 100/- per STB, plus applicable taxes.

8. After expiry of three years and payment of all outstanding amounts, the security deposit, if any, shall be refunded to the Subscriber without deductions, subject to applicable terms.

9. If the Subscriber returns the Company-owned STB before expiry of three years, the security deposit shall be refunded subject to adjustment of outstanding amounts and provided the STB has not been tampered with or damaged beyond normal wear and tear.

10. Relocation and temporary suspension shall be governed by the applicable regulations and tariff.

11. Any additional remote for the STB shall be supplied on payment of Rs. 150/- plus applicable taxes, if any, per remote.

D. OTHER CPE SCHEMES

The Company may formulate other CPE schemes from time to time in accordance with applicable regulations. Details of any such scheme, including ownership, rental, security deposit, warranty, repair, return and other applicable terms, shall be communicated to the Subscriber before the scheme is availed.

E. COMPLAINT REDRESSAL

Complaint redressal through the Nodal Officer, web-based complaint management system and Customer Care Centre shall be governed by Clause 4 and Clause 6 of these Terms and the applicable regulations. The Company may provide website-based complaint registration through Account Number, MAC ID, Registered Mobile Number or other subscriber identification permitted by the Company. Each complaint shall be allotted a unique docket number and the Subscriber shall be informed of the applicable redressal timeline.

F. REGULATORY COMPLIANCE

The CPE schemes, tariffs, installation and activation charges, suspension, restoration, relocation, disconnection, refunds, security deposits, complaint redressal and all other matters contained in this Schedule shall at all times be subject to applicable law, regulations, orders, notifications and directions of the Authority or other competent authority. In case of any inconsistency between this Schedule and applicable law or regulation, the latter shall prevail.