



## Terms & Conditions of Service

### 1. Definitions:

- (a) "addressable system" means an electronic device or more than one electronic devices put in an integrated system through which signals of television channels can be sent in encrypted form, which can be decoded by the device or devices at the premises of the subscriber within limits of the authorization made, through the Conditional Access System and 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 box to the subscriber for receiving programmes;
- (c) "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);
- (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 or 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 offered by the cable operator to a subscriber with an option to subscribe, for a single price to the subscribers of the area in which his cable television networks is providing service;
- (g) "DAS Area" means the area notified under sub-section (1) of the section 4A of the Cable Television Networks (Regulation) Act, 1995 (7 of 1995);
- (h) "LCO" means a Local Cable Operator i.e. person 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;
- (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 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" or "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" (MSO) means a cable operator who receives a programming service from a broadcaster or his authorized agencies and retransmits the same or transmits his own programming service for simultaneous reception either by multiple subscribers directly or through one or more cable operators, and includes authorized 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 -
  - (i) Exhibition of films, features, dramas, advertisements and serials
  - (ii) Any audio or visual or audio-visual live programme or presentation and the expression "programming service" shall be construed accordingly;
- (o) "service provider" means the Government as 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" or "STB" 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 and FTA 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 programme;
- (r) "subscriber" means a person who receives the signal 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.
- (t) CAF means the Customer Application Form.
- (u) We, our means Tamil Nadu Arasu Cable TV Corporation Ltd.

## **2. Provision of Service:**

- 2.1 TACTV's 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 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 in the Customer Application Form (CAF) in Triplicate and submit 2 copies of the CAF to the LCO. The subscriber shall ensure that the information stated in the Customer Application Form (CAF) is and shall continue to be complete and accurate in all respects and the subscriber hereby undertakes to immediately notify TACTV 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 an incomplete CAF. The LCO shall return the duplicate copy of the CAF to the subscriber duly ,acknowledged.
- 2.3 All incomplete Customer Application Forms shall be rejected and the 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 of technical or operational non feasibility at the location requested by the subscriber, TACTV 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 TACTV. In the event, the STB is 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 Under One Time Activation plan, the Ownership of STB, TACTV shall remain & continue to remain the sole & absolute owner of STB.
- 2.7 Under one time Activation plans, should a subscriber seek termination of TACTV's cable services, The STB must be returned to TACTV in working condition.
- 2.8 Each STB comes with a three 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.
- 2.9 During the warranty period, the STB will be repaired or replaced within 24 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/- per annum, they will definitely be provided a standby STB and no repair charges would have to be paid for the STB only (remote excluded) provided the STB has been used under normal working conditions and is not tampered with.
- 2.10 Changes in the rates of taxes & Government duties will be informed to subscribers and passed on to the subscriber.
- 2.11 In case of STB malfunction, the LCO will replace or repair the STB within 72 hours of receipt of complaint. Repair charges will be payable if the STB is out of warranty period.
- 2.12 The subscriber shall have the option to select packages or channels on an a la carte basis by ticking the same on the CAF. 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 CAF and complete and correct in all respects, the channels selected by the subscriber shall be activated within 48 hours of its receipt.
- 2.13 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 & 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.
- 2.14 Neither TACTV or its LCO shall disconnect a subscriber without giving 15 days written notice. However this will not apply if the subscriber is found to be the cause of piracy.
- 2.15 The Subscriber hereby agrees to allow the authorized representatives of the LCO/TACTV to 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 STB owned by TACTV is returned to TACTV in satisfactory working condition.

- 2.16 The Cable Service and the license to use the STB shall be for personal viewing of the Subscriber/s and for his family members only. No assignment of STB shall be valid unless the same is approved in writing by TACTV. 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.
- 2.17 The Subscriber acknowledges that the STB has been merely licensed to the Subscriber by TACTV to avail the Channels for one TV set only and shall at all times be the exclusive property of TACTV 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 termination of Service, attract civil and/or criminal liability under the law.
- 2.18 The Subscriber undertakes not to use or cause to be used the STB with any other device and/or STB with any other VC or device and shall ensure the safety and security of the Hardware from unauthorized use, theft, misuse, damages, loss etc.
- 2.19 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 TACTV use before or after the STB any decoding, receiving, recording device other than one television set.
- 2.20 The subscriber undertakes not to do or allow any act or thing to be done as a result of which the right of the LCO/ MSO/Distributor/TACTV 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.
- 2.21 The subscriber undertakes not to hypothecate, transfer or create or suffer any charge, lien or any onerous liability in respect of the Hardware which is not owned by the Subscriber.
- 2.22 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.
- 2.23 Commercial establishments will be governed by tariffs as laid down by the Authority from time to time.
- 2.24 All the terms and conditions including the provision related to the terms of service, tariff, rebates, discount, refund shall be subject to the rule,

regulation, notification, guidelines as may be specified by the Authority or as may be applicable from time to time.

2.25 Stb's remains all time the property of TACTV.

### **3. Payment Obligation:**

- 3.1 The subscriber shall ensure prompt payment of all the bills within 15 days of the bill date. All payments shall be made to its LCO.
- 3.2 Any payment made after 15 days will attract simple interest @12% per annum on 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.tactv.in](http://www.tactv.in)
- 3.4 Billing dispute if any will be resolved within 7 days.
- 3.5 Refund, if any will be issued within 30 days following resolution of complaint or before the next billing cycle whichever is earlier.

### **4. Suspensions/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 A 15 day notice period will be given if TACTV chooses to discontinue providing a channel. the notice discontinuation shall be published in the local newspaper circulating in the subscribers locality and shall also be displayed on the TV screen as a scroll on the local cable channel.
- 4.3 If the subscriber chooses to relocate, the subscriber shall submit its application in advance to TACTV & its LCO. After verification of the out standings, TACTV shall provide the services at the new location, provided it is technically and operationally feasible. If not, TACTV or the LCO will inform the subscriber likewise 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 of the STB.
- 4.4 If the services have been temporarily discontinued on the subscribers request, no charges other than STB rentals will be payable by the subscriber.
- 4.5 No suspension of services is possible if the period of suspension comprises part of a calendar month.
- 4.6 Suspension of services is possible for one calendar month or a multiple of calendar month, but the period cannot exceed three calendar months.
- 4.7 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.
- 4.8 If the subscriber submits its disconnection notice 15 days in advance, no charges will be payable by the subscriber even if TACTV or its LCO fails to disconnect the service.
- 4.9 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 a channel/package is possible only on a calendar month basis or on expiry of the term of the contracted package.

- 4.10 Notwithstanding the aforesaid, the cable service shall be liable to be terminated or suspended at the sole option of LCO/Distributor/TACTV either wholly or partly, upon occurrence of any of the following events i.e. (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 attributable to the LCO, and TACTV or the agreement between the Broadcasters/ Pay Channel provider/s and TACTV is terminated or suspended.
- 4.11 In the event of suspension, the Subscriber will be liable to pay forthwith upto the last day of the month of suspension/termination and to return forthwith the STB in working condition (reasonable wear and tear excepted).
- 4.12 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, 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, 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 period as if the Service had continued.

#### **5. Redressal of Complaints:**

- 5.1 You can log in your complaint on the Toll Free No. 1800-425-2911 or with the directly with LCO. The Customer Care No is available from 08:00 hours to 23:00 hours all day of the week.
- 5.2 Alternatively you can log in a complaint online on our website [www.tactv.in](http://www.tactv.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. Ninety percent of No Signal complaints will be attended within 24 hours of receipt of such complaint.
- 5.5 If the service is provided through a LCO, it will be the responsibility of the LCO to maintain the Quality Of Services standards as laid down by the Regulator wherever it pertains to distribution of signals from the node/amplifier of TACTV.

#### **6. Force Majeure:**

If at any time, during the continuance of Service, the Service is interrupted, discontinued either whole or in part, by reason of war, warlike situation, civil commotion, theft, willful 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 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 the LCO or TACTV, the Subscriber will not have any claim for any loss or damages against the LCO or TACTV.

**7. Disclaimer:**

The LCO / TACTV 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 particular purpose.

**8. Limitation of Liability:**

LCO, Distributors and TACTV 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 Service or for nay inconvenience, disappointment due to deprivation of any programme or information whether attributable to any negligent act or omission or otherwise. Provided however the maximum liability of LCO or Distributor or TACTV for any actual or alleged breach shall not exceed the subscription paid in advance for such duration of Service, for which the Subscriber had paid in advance but was deprived due to such breach.

**9. Indemnity:**

The Subscriber hereby indemnifies and hold harmless the LCO, MSO and TACTV from all the loss, claims, demand, suits, proceedings, damages, costs, expenses, liabilities (including, without limitation, reasonable legal fees) or cause of for use and misuse of the Cable 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 and differences with respect to these Terms between the Subscriber and TACTV or the LCO shall be subject only to the jurisdiction of the courts at Chennai.

**12. Miscellaneous:**

If any of the provisions of these Terms becomes or is declares illegal, invalid or unenforceable for any reason, the other 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. Terms may be



amended by the authority from time to time and shall be binding on all.

**13.** The terms and condition prescribed under the regulation issued by Authority are applicable herewith. Detailed information is available on the authorized site of Telecom Regulatory Authority of India viz: [www.trai.gov.in](http://www.trai.gov.in)