



e-Infrastructure and Entertainment (India) Pvt Ltd

CONSUMER CHARTER FOR DIGITAL ADDRESSABLE CABLE TV SYSTEMS

- Contact details of your MSO (Multi System Operator)
 - ✓ E-Infrastructure and Entertainment India Pvt Ltd
 - ✓ MM Towers, B Block, #1 Jakkur Planataion Road, Bangalore - 560064
 - ✓ Email: info@edigital.co.in, Phone: 080-67414401
- We thank you for the interest shown in availing “e Digital” Cable TV services from E Infrastructure and Entertainment India Pvt Ltd.
- For the sake of convenience, E Infrastructure and Entertainment India Pvt Ltd. shall be referred as “e Digital” or “Us “or “Our “and the Consumer/customer shall be referred as “Subscriber “or “You”.
- e Digital currently offers – Standard Definition (SD) and High Definition (HD) services to all its customers and will shortly coming up with some Value-Added Services (VAS) like “Alexa” for its customers.
- e Digital also offers Broadband Services in some parts of their cable serviced areas and more details of same can be obtained by visiting our website www.edigital.co.in.
- SD & HD service require different types of Set Top Boxes to be installed in subscriber premises, so please go through the details carefully and decide.

Terms and conditions for the Set Top Boxes (“STB”).					
STBs are available under the following schemes:					
Hardware Scheme	Type	Amount	Monthly Rental Amount	Taxes	Refund
Outright purchase	SD	₹ 1,000	Nil	18%	Rs.350 within 1st Year; Rs.200 within 2nd year.
	HD	₹ 1,500	Nil	18%	
Rental - 2 years	SD	₹ 500	Rs. 50 Per Month	Nil	On completion of term, security deposit will be refunded or adjusted against future subscription payment.
	HD	₹ 700	Rs. 70 Per Month	Nil	
Hire Purchase	SD	₹ 500	Rs. 100 Per Month for 10 Months	Nil	On completion of term, security deposit will be refunded or adjusted against future subscription payment.
	HD	₹ 700	Rs. 120 Per Month for 10 Months	Nil	



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- Warranty on all STBs is 12 months from the date of manufacturing. No repair and maintenance charges shall be payable by subscriber 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 3 working days of receipt complaint. After the warranty period expires, e Digital shall charge subscriber 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.
- To avail of a STB, kindly contact the nearest e Digital office or the Local cable Operator. Fill up the Customer Application Form (CAF) with personal details and the location where the service is to be availed at. Choose the type of service required/STB scheme and pay accordingly.
- Please carry and submit the address proof and photo identification. And ensure that enrol one mobile number as a registered mobile number to enable e Digital to share regular updates and payment reminders and receipts. Email ID will also facilitate better service standards.
- Customer Application Form (CAF) will have STB Serial Number & Smart card Serial Number mentioned which you should quote in all your communications to us. If there is any deficiency in your CAF, 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 the connection we shall inform you of the same indicating to you the reasons why, within 2 working days of the receipt of your CAF by us. However, if it is technically and operationally feasible for us to provide you with a connection, we shall within 2 days of the receipt of your application, have the connection set up in your premises. A duplicate copy of the CAF will be issued to you as an acknowledgement copy. Kindly quote the Smart card Serial Number in all future correspondence or follow ups.

1. Selection of Channels and Packages:

- Once the STB is installed, you need to choose the channels that you wish to view and accordingly decide your monthly bill.
- You can choose for the Basic Service Tier (BST) or create your own BST from the list of Free to Air (FTA) channels available with e Digital. The total number of channels that you can avail of is 100 channels of which all DD channels are mandatory. The BST is priced at Rs.130/- per month excluding GST. Every additional 25 channels over and above 100 channels will be charged extra Rs.20 excluding GST.



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- You can also choose Pay channel packages offered by e Digital 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)/website or by contacting your respective LCO's/ e Digital customer care. All prices are exclusive of taxes.
- We shall give you 15 days prior notice before we remove any channel or discontinue the service of any channel. The notice shall be published in the local newspaper and displayed through scrolls on your TV screen.
- As per the choice of channels made, kindly make the payment and keep the STB in Standby/Operational mode, so that the channels can be authorised on your STB.
- Channels/packages can be unsubscribed provided the minimum subscription period of 2 (Two) months has been adhered to. If you want to unsubscribe a channel/package prior request to be submitted 7 days advance from the next billing cycle in writing.
- Please read the STB manual which is inside the STB carton to familiarize yourself with its functions. Call the customer care Helpline if you face any difficulties.

2. Disconnection suspension and reconnection of Services:

- You can disconnect the services whenever you wish if the same is communicated to the LCO/e Digital 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 must 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 must give at least 15 days' notice in advance for suspension of any service/s.
- If Services have been disconnected by e Digital 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 if the suspension period falls within the limits mentioned above. One-time reconnection charges of Rs.100/- 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 2 days will be given on screen if we are to shut down services for preventive maintenance for a period of up to 24 hours and 5 days prior notice if the period is more than 24 hours.

3. Quality of Signal at Your Location:

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

SI #	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	Minimum 26 DB for 64 QAM fall-off-the-cliff
		Minimum 32 DB for 256 QAM fall-off- the-cliff.
3	Operating Margin (Noise Margin)	Higher than 4 DB
4	MER	30 DB (64 QAM) Minimum
		34 DB (256 QAM) Minimum.

- 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 e Digital technician or its LCO will demonstrate the same at the tap off /splitter level that feeds the household that the parameters are met, and the subscriber will then have to replace the internal cabling at his/her cost.

4. Billing:

- All tariff mentioned is exclusive of GST.
- Bouquet and A-La- Carte rates are per month (Calendar Month- Days).
- Tax invoice will be generated in the first week of consecutive month.
- Any Billing discrepancy to be reported within 7 days of bill delivery, else the tax invoice will be considered accurate.



5. Redressal of Complaints:

- We have set up a centralised helpline no. 1800-425-05678 (Toll free) – and 080 67414444 (IVR) to assist all the customer queries.
- This service is available from 08:00 hours to 22:30 hours on all working days and from 09:30 hours to 18:00 hours on Sundays & Holidays.
- Executives will be available to answer all queries in English and Kannada.
- All complaints shall be responded to within Eight hours of the receipt of your complaint by e Digital representative.
- Complaints received during the night shall be attended in the next day.
- We have also appointed a Nodal Officer:
 - ✓ The names address and contact details of our Nodal Officer:
 - ✓ Mr. Vinod Raju. Phone: 080 67414411 E Mail: vinodraju@edigital.co.in
 - ✓ Timings: 1030 Hrs to 1800 Hrs on all working days

6. 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 any time, 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 e Digital, the Subscriber will not have any claim for any loss or damages against the LCO/e Digital
- Disclaimer:** The LCO/e Digital 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



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or implied, including but not limited to any implied warranty or merchantability or fitness for a particular purpose

- c. **Limitation of Liability:** LCO, Distributor, e Digital 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 deprival of any programme or information not attributable to any negligent act or omission on the part of e Digital. Provided however the maximum liability of e Digital 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.
- d. **Indemnity:** The Subscriber will indemnify and hold harmless the LCO and e Digital 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.
- e. **Jurisdiction:** All disputes with respect to the Terms between the Subscriber and e Digital shall be subject to Bangalore jurisdiction only.
- f. **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.
- g. **Others:** The quality of service and consumers complaint redressal procedures prescribed under the regulations issued by the Authority, are applicable. Detailed information is available on the authorized site of Telecom Regulatory Authority of India:

www.trai.gov.in