



# e-Infrastructure and Entertainment (India) Pvt Ltd

## New Connection & Channel Subscription Process

### CUSTOMER REGISTRATION

- To avail of a STB, kindly contact e-Digital Office nearest to you or your Local Cable Operator.
- Fill up the Customer Application Form (CAF) with your personal details and the location where the service is to be availed at.
- Choose the type of service required, the STB scheme you are opting for and pay the appropriate amount based on your selected options
- New subscribers must submit address proof and photo identification
- Ensure that you enroll one mobile number as a registered mobile number against your account, so that you receive regular updates, payment reminders and receipts of payments made etc.
- Providing your email address will also facilitate better service standards
- Your Customer Application Form (CAF) will have STB Serial Number & Smartcard Serial Number mentioned which you should quote in all your communications to us whilst your application is under process
- If there is any deficiency in your CAF, such deficiency shall be made known to you by us in writing, within 2 to 3 days from the receipt of your application by us
- As already stated above, in case it is not technically or operationally feasible for us to provide you with the connection we shall inform you of the same indicating to you the reasons why, within two working days of the receipt of your 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 (assuming that the CAF is correctly filled in without any deficiencies and that you have made the necessary payments) have the connection set up in your premises
- A duplicate copy of the CAF will be issued to you as an acknowledgement copy
- Kindly quote the Smartcard Serial Number in all future correspondence or follow ups

### CHANNEL SUBSCRIPTION

- After the STB is installed, you need to choose the channels that you wish to view and accordingly decide your monthly bill
- You have many choices to make here, so take your time and study what you and your family wants.

### NETWORK CAPACITY FEE (NCF)

- As per the Government mandated New Tariff Order of 2017, from 29th December 2018, e-Digital will be charging a Network Capacity Fee (NCF) to all subscribers
- The NCF is a fee charged for delivery of video signals to a subscriber
- The pricing for the NCF has been defined by the Telecom Regulatory Authority of India (TRAI) as: Rs. 130/- for the first 100 SD channels subscribed to and Rs. 20/- for every additional 25 channels subscribed to

## BASIC SERVICE TIER (BST)

- You can also choose to opt for the Basic Service Tier (BST) package which contains a minimum of 100 channels of which 24 all Doordarshan channels are mandatory.
- The BST is attractively priced at Rs.130/- per month plus taxes

## PAY CHANNELS

- You can choose any pay channel packages offered by e-Digital or choose one or more of the pay channels in a-la-carte mode/bouquet announced by broadcasters or a combination of all at the prices indicated on the Package & Channel Request Form.
- Please note that if any channel which forms a part of the package that you have subscribed to becomes unavailable in our network then your subscription charges for that package will be reduced by an amount equivalent to the value of that channel. Such reduction shall be effective from the date of unavailability of such channel in our network
- We shall give you 15 days' prior intimation (save and except in cases of natural calamities and reasons beyond our control), before we take any channel off air or discontinue the exhibition of any channel.
- Subscribers must pay for all their subscriptions in prepaid mode to avail of services. We recommend that you renew your packages online or via your local cable operator before the expiry date of your packages to ensure un-interrupted viewing of your channels

## A SUBSCRIBER MAY CHOOSE ANY OF THE FOLLOWING OPTIONS TO SUBSCRIBE ANY CHANNEL ON A-LA-CARTE OR BOUQUET BASIS

### Website:

- The Subscriber can visit e-DIGITAL website ([www.edigital.co.in](http://www.edigital.co.in)) and view the A La Carte/bouquet of channels of his choice & select

### Customer Care Centre:

- The Subscriber may make a request for subscription of any channel on A-la-carte/bouquet basis through our centralized helpline no. 1800-425-05678 (Helpline).
- This service is available from 8.00 AM to 10 PM as of now and we are in the process of making of 24\*7.
- The Subscriber shall be guided to and connected with the Customer Care Centre through the Interactive Voice Response System ("IVRS") (080 67414444)
- Executives will be available to record the request of the Subscriber in Kannada/English
- Apart from this, a customer can make his/her choice of channels through the package/channel selection form through their respective LCO's