

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

The Firm has following three Set Top Box Schemes:

a) Outright purchase scheme

| Sl.no. | Type of Set Top Box (STB) | MRP (Rs.) |
|--------|---------------------------|-----------|
| 1 | Standard Definition | 1000 |
| 2 | High Definition | 1300 |

General Terms and Conditions:

1. The Firm reserves the right to change the price of the STB from time to time.
2. The STB purchased under this scheme is inclusive of taxes.
3. The STB purchased under this scheme has a warranty of one year, which is applicable from the date of purchase of the STB.
4. The warranty of one year is not valid in case the STB has been tampered with or damaged by the subscriber.
5. The ownership of the STB under this scheme vests with the subscriber.
6. Post the warranty period, the Firm reserves the right to charge the subscriber for the repairs as per the rates to be announced by the Firm from time to time.
7. In case subscriber requests for relocation of his connection from one location to another, it shall be in accordance with Regulation 14 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
8. In case of temporary suspension of broadcasting services related to television on request from a subscriber, it shall be in accordance with Regulation 12 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
9. Any extra remote for STB would be given on payment of Rs. 80/- (excluding applicable taxes, if any) per remote.

b) Rental scheme

| Sl.no | Type of Set Top Box (STB) | Monthly Rental(in Rs.) | Security Deposit |
|-------|---------------------------|------------------------|---|
| 1 | Standard Definition | Rs. 50 | Refundable security deposit of Rs. 800 |
| 2 | High Definition | Rs. 70 | Refundable security deposit of Rs. 1200 |

General Terms and Conditions:

1. The Rental under this scheme is to be paid for a period of 18 Months.
2. The Monthly rental to be paid is exclusive of Taxes.
3. After 18 Months of rental payment, no rent is payable by the subscriber. The Set Top Box shall become the property of the subscriber except the smart card/viewing card.
4. Till last rental is paid, the STB remains the property of the Firm.
5. The Firm would service the STB during the period of 18 Months as per the relevant provisions of the "The Telecommunication (Broadcasting and Cable Services) Standards of quality of Service and Consumer Protection (Addressable Systems Regulations, 2017).
6. Post the term of 18 Months, the Firm reserves the right to charge the subscriber for the repairs as per the rates to be announced by the Firm from time to time.
7. After the expiry of 18 Months from the date of installation of set top box and payment of all outstanding amounts, the entire security deposit shall be refunded to the ordinary subscriber without any deductions.
8. The full security deposit without any deduction subject to any outstanding payment shall be refunded to the subscriber, if he returns the set top box, at any point of time, within a period of 18 Months, provided that the set top box has not been tampered with.
9. In case subscriber requests for relocation of his connection from one location to another, it shall be in accordance with Regulation 14 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
10. In case of temporary suspension of broadcasting services related to television on request from a subscriber, it shall be in accordance with Regulation 12 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.
11. Any extra remote for STB would be given on payment of Rs. 80/- (excluding applicable taxes, if any) per remote.

c) Shiva Shakti Cable Network Set Top Box Schemes

The Firm reserves 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 and the same shall be intimated to the subscribers as and when they are announced.