

## PROCEDURE FOR NEW CONNECTION/ TEMPORARY DISCONNECTION / SERVICE RESTORATION

### **PROCEDURE FOR NEW DIGITAL CONNECTION:**

#### **(i) Availability of STBs**

To avail an STB, kindly contact the ORTEL Office nearest to you. 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 along with the STB scheme and pay the appropriate money.

Be sure to carry/submit your address proof and photo identification and ensure that you enroll one mobile no. as a registered mobile number, for better communication and regular updates. Email id will also facilitate better service standards. A duplicate copy of the CAF will be issued to you as an acknowledgement copy. Kindly quote the Customer Number in all future correspondence or follow ups.

Please check our website [www.ortelcom.com](http://www.ortelcom.com) for the latest schemes

#### **(ii) Selecting your Channels/packages**

Now that 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 your family requirements are. You can now choose to opt for the Basic Service Tier (BST). The total number of channels that you can avail in the BST is one hundred channels including mandatory channels of Doordarshan. The BST is Free to Air Package which is available in your basic service pack (**NCF-Network Capacity Fee**) of Rs.130/- per month plus taxes.

You can also skip the BST and directly select any of the packages offered by ORTEL or choose one or more of the Pay channels in a la carte mode or as packages or a combination of both at the prices indicated in the website. All prices are exclusive of taxes.

ORTEL shall give you fifteen days prior notice (save and except in cases of natural calamities and reasons beyond our control), before we take off of the air any channel or discontinue the exhibition of any channel. The notice shall be displayed through scrolls on your TV screen.

### **PROCEDURE FOR TEMPORARY DISCONNECTION:**

(1) The Distributor of television channels or its linked local cable operator, as the case may be, shall, upon receiving a request from a subscriber, temporarily suspend the broadcasting services related to television of such subscriber:

Provided that such request shall be made by such subscriber at least fifteen days prior to the date of such suspension:

Provided further that such temporary suspension shall be for a minimum period of one month and in the multiple thereof.

(2) The distributor of television channels or its linked local cable operator, as the case may be, shall not charge any amount, except the rental amount for customer premises equipment applicable if it is provided to the subscriber under rental scheme as referred to in subregulation (8) of regulations 24, from the subscriber during the period of temporary suspension.

(3) In case broadcasting services related to television of a subscriber remain suspended continuously for a period exceeding three months, such subscriber shall not be counted as an active subscriber of the distributor of television channels and it shall be permissible for the distributor to deactivate such subscriber from subscriber management system.

### **PROCEDURE FOR SERVICE RESTORATION:**

Every distributor of television channels or its linked local cable operator, as the case may be, shall, upon receiving a request from the subscriber, restore services within seventy two hours and may charge an amount-

- (i) not exceeding rupees twenty five as restoration fee from the subscriber for restoration of services if such services have remained suspended continuously for a period not exceeding three months, or
- (ii) not exceeding rupees hundred as re-activation fee from the subscriber for restoration of services if such services have remained suspended continuously for a period exceeding three months.