



Kable First India Private Limited

Golden Heights, 59th C Cross, 4th M Block, Rajajinagar, Bangalore – 560010 Tel: 080-42840000 Fax: 080-67695599
E. Tax No: KET.CTO (Transition) - 24/2/07/08; Service Tax Reg. No: AACCK9939PST001;

M A N U A L O F P R A C T I C E

Consumer Care Number (toll free):

Details of Nodal Officers:

Nodal Officer Karnataka: C V Suresh Kumar

Address: Golden Heights, 59th C Cross, 4th M Block, Rajajinagar, Bangalore – 560010

Tel: 080-42840000 Fax: 080-67695599

email: nodalofficer@acttv.in

office tel: 080-64501218

I. TERMS & CONDITIONS ON WHICH KFI SHALL PROVIDE ITS 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. “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);
- c. “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;
- d. “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;
- e. “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;
- f. “Cable Service” means the transmission by cables of programmes including retransmission by cables of any broadcast television signals;
- g. “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;
- h. “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;
- i. “Multi System Operator (MSO)” or “KFI” 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;
- j. “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;
- k. “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;
- l. “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;
 - m. “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;
 - n. “You” means the Subscriber

1. **SERVICES**

- a) This agreement specifies the terms and conditions on which Kable First India Private Limited (hereinafter referred to as “KFI”) shall provide the interactive Cable Service, Voice and data services, and other value added services etc (“Service/s”) to the person, whose name is specified and signature appended on the Customer Application Form (“CAF”) (hereinafter referred to as “the Subscriber”).
- b) KFI’s 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 published in our website www.acttv.in which the subscriber hereby unconditionally accepts and undertakes to abide.
- c) The subscriber shall fill in CAF in duplicate and submit the CAF to the LCO. The subscriber shall ensure that the information stated in CAF is and shall continue to be complete and accurate in all respects and the subscriber hereby undertakes to immediately notify KFI 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 completed CAF to the subscriber duly acknowledged.
- d) All incomplete Customer Application Forms shall be rejected and the deficiencies shall be informed to the subscriber. 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 subscriber.
- e) In case of technical or operational non-feasibility at the location requested by the subscriber, KFI or its LCO will inform the subscriber the reasons for the same within 2 working days from the date of receipt of the CAF by KFI and KFI/LCO shall refund any amounts paid by the Subscriber.
- f) The Subscriber shall select a subscription package and inform KFI of the subscription packages or channels on an a la carte basis by ticking the same on the Tariff Enrolment Form (TEF) along with the applicable fees while submitting the CAF. Upon the receipt of the above TEF and fees (including applicable security deposit and/ or installation/ activation charges), KFI may provide the Subscriber the Set Top Box (“STB”) and such other accessories as may be necessary. 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 TEF and complete and correct in all respects, the channels selected by the subscriber shall be activated within 48 hours of its receipt.
- g) 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.
- h) The Subscriber is entitled to alter, add to or substitute the subscription package by informing KFI and paying the additional fees, if any for such new selection.

2. **SET TOP BOX (STB)**

- a) Upon KFI accepting the CAF and receiving fees, security deposit and installation/ activation charges as specified by KFI, KFI may install the STB and all requisite accessories at the location specified by the subscriber. The Subscriber understands and agrees that KFI did not collect the charges of STB from the subscriber and the STB is provided on a Free To Use Basis to the subscriber. The STB shall remain at all times the property of KFI.

- b) Should a subscriber seek termination of KFI's services, KFI or its LCO will arrange for a refund of the amount paid as Security Deposit after deducting applicable charges at the discretion of KFI, provided the STB has been returned to KFI office in a working condition along with all accessories like remote control, AC adapter (if any) and connecting cables and has not been tampered with.
- c) If the STB are damaged or cannot be used due to any acts of the Subscriber, KFI shall replace the same, at the cost of the Subscriber. However if the STB is lost due to negligence of the subscriber, the Subscriber shall be liable to pay KFI the cost of the STB.
- d) Each STB comes with a one 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.
- e) 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, at the cost of subscriber. Such Replaced STB shall remain the property of KFI.
- f) Changes in the rates of taxes & Government duties will be informed to subscribers and shall be borne by the subscriber.
- g) 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.
- h) Refund of security deposit will be made available to the subscriber within seven days upon receipt of STB, provided the same has not been tampered with and in good working condition.
- i) The Subscriber hereby agrees to allow the authorized representatives of the LCO/KFI 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 all the dues are paid and the Viewing Card (VC) along with the STB owned by KFI is returned to KFI in satisfactory working condition.
- j) The Service and the license to use the VC and STB shall be for personal viewing of the Subscriber/s and for his family members only. No assignment of VC shall be valid unless the same is approved in writing by KFI. 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.
- k) The Subscriber acknowledges that the VC and STB has been merely licensed to the Subscriber by KFI to avail the Channels for one TV set only and shall at all times be the exclusive property of KFI 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.
- l) The Subscriber undertakes not to use or cause to be used the VC with any other STB or 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.
- m) 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 KFI use before or after the STB any decoding, receiving, recording device other than one television set.
- n) 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/KFI 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.
- o) 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.
- p) 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.
- q) Commercial establishments will be governed by tariffs as laid down by the Authority from time



to time.

- r) 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.

3. **SUBSCRIBER'S OBLIGATIONS**

- a) The Subscriber will be responsible for the safe custody and maintenance of the STB and the accessories provided to the Subscriber by KFI.
- b) The Subscriber shall not sub-let or transfer the STB and/ or the accessories provided to any person without the prior written permission of KFI
- c) The Subscriber shall not tamper with, reverse engineer, decompile or copy or distribute or misuse in any manner the software embedded in the STB.
- d) The Subscriber shall not commit any act or deed which adversely affects the quality, functionality, availability and/ or reliability of Services rendered by KFI to any person
- e) The Subscriber shall use the Service for lawful purposes only and shall not post or transmit through the Service any material (including any message or series of messages) that violates or infringes in any way upon the rights of others (including copyright), that is unlawful, threatening, abusive, obstructive, harassing, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane or otherwise objectionable, that encourages conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any law.
- f) The Subscriber acknowledges and covenants that the Services are provided for use in a single household at a single point (where Subscriber is an individual) or in a single office at a single point (where the Subscriber is a corporate) and any attempt to resell or distribute service without the express written permission of KFI, will result in immediate termination of Services and possible criminal prosecution.

4. **FEES AND CHARGES**

- a) The Subscriber shall pay for the Service, to which he/she/ it has subscribed herein, including applicable security deposit and charges for installation and activation in advance.
- b) In addition to the amounts specified in the CAF, the Subscriber shall be liable to pay service tax or such other similar taxes, duties and levies applicable on the amounts payable by the Subscriber to KFI or its LCO under or pursuant to this agreement.
- c) As per the monthly tariff plan opted by the subscriber, the subscriber shall pay the monthly subscription charges to KFI directly or its LCO on or before 15th of every calendar month, and in case of quarterly, half yearly or annual plan then the 15th of respective English calendar month. All payments shall be made in full by the due date as mentioned above along with the applicable taxes as the case may be. Any delay in payment by the due date will attract an interest at 2% per month. In case of dishonor of cheque, subscriber shall pay such charges as may be applicable from time to time. Billing dispute if any will be resolved within 7 days by LCO or its KFI as the case may be.
- d) In the event of disconnection of services to the subscriber on non-payment of subscription charges the subscriber shall contact their respective LCO for payment of subscription charges and reactivation of services. Subscriber hereby understands and agrees that KFI shall not be liable to subscriber on disconnection services on no-payment of subscription charges as the subscription charges are collected by LCO directly from the subscriber and KFI is depending on the report/information submitted by LCO on the payment of subscription charges by the subscribers in LCO's network.
- e) If the Services provided to the Subscriber are disconnected for any reason whatsoever, the Subscriber shall be liable to pay reconnection charges in addition to the fess and charges payable by the Subscriber for availing of the Services.
- f) The Subscriber shall make payment for at least one month charges/ bill and installation/ activation charges for the Services. The Subscriber shall not be entitled to refund/ adjustment if he terminates this agreement within one billing cycle as opted by him in the CAF.
- g) If the agreement is terminated by either party and the Subscriber has paid amounts in advance to KFI or its LCO, KFI or its LCO shall refund part of such amounts to the Subscriber subject

to applicable deductions. Refund, if any will be issued within 30 days following resolution of complaint or before the next billing cycle whichever is earlier.

5. **TERM AND TERMINATION**

- a) This agreement shall commence upon KFI activating the STB and shall remain in force, till terminated as per the terms of this agreement.
- b) The Subscriber may terminate this agreement by giving a notice of 15 (Fifteen) days to KFI, no charges will be payable by the subscriber even if KFI or its LCO fails to disconnect the service within due date.
- c) KFI shall be entitled to terminate this agreement and deactivate the Services to the subscriber for any reasons by providing a 15 days' notice. However this will not apply if the subscriber is found to be the cause of piracy.
- d) Upon the termination of this agreement, the Subscriber shall return the STB to KFI in the same condition as it was when provided to the Subscriber. If the STB are not in the condition as specified above, then the Subscriber shall be liable to pay KFI the cost of the STB.

e) **SUSPENSIONS/TERMINATION OF SERVICE/CHANNEL**

- i. Fifteen (15) day notice period will be given if KFI chooses to discontinue providing a channel/s. The notice discontinuation shall be published in the local newspaper circulating in the subscriber's locality and shall also be displayed on the TV screen as a scroll on the (our) local cable channel.
- ii. If the subscriber chooses to relocate, the subscriber shall submit its application in advance either to KFI or its LCO. After verification of the outstanding, KFI shall provide the services at the new location, provided it is technically and operationally feasible. If not, KFI 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.
- iii. If the services have been temporarily discontinued on the subscriber's request, no charges other than STB rentals will be payable by the subscriber if any. No suspension of services is possible if the period of suspension comprises part of a calendar month. Suspension of services is possible for one calendar month or a multiple of calendar month, but the period cannot exceed three calendar months. 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.
- iv. 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. Charges for change of package shall be as prescribed by KFI from time to time.
- v. Notwithstanding the aforesaid, the services shall be liable to be terminated or suspended at the sole option of LCO/ KFI 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 subscriber is declared bankrupt, or insolvency proceedings have been initiated against the subscriber; (d) in order to comply with the Cable television Networks (Regulation) Act, 1995 and/or the Rules made thereunder and all and any other applicable laws, notifications, directions and Regulations of any statutory or regulatory bodies; (e) if the Broadcaster/Channel Providers suspend or discontinue to transmit any Channel/s for any reason.
- vi. 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 VC, in working condition (reasonable wear and tear excepted).
- vii. 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 equipments including STB, VC, Remote control and etc., in working condition (reasonable wear and tear excepted).
- viii. The 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.



6. **DISCLAIMER OF WARRANTY**

- a) THE LCO, KFI 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.
- b) THE SUBSCRIBER EXPRESSLY AGREES THAT USE OF THIS SERVICE IS AT THE SUBSCRIBER'S SOLE RISK. NEITHER 'KFI' NOR THEIR AFFILIATES NOR ANY OF THEIR RESPECTIVE EMPLOYEES, AGENTS, THIRD PARTY CONTENT OR INFORMATION SERVICE PROVIDERS OR LICENSORS WARRANT THAT THEY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM USE OF THE SERVICE, OR AS TO THE ACCURACY, RELIABILITY OR CONTENT OF ANY INFORMATION, SERVICE OR MERCHANDISE PROVIDED THROUGH THE SERVICE. CERTAIN CONTENT MAY BE OBJECTIONABLE OR UNSUITABLE FOR MINORS AND SUBSCRIBER IS RESPONSIBLE FOR AND MUST EXERCISE HIS/HER OWN DISCRETION WHEN ALLOWING MINORS TO USE THE SERVICE.
- c) THE SERVICE, THE EQUIPMENT AND THE SOFTWARE ARE PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER THE LAWS APPLICABLE TO THIS AGREEMENT.

7. **REDRESSAL OF COMPLAINTS**

- a. Subscriber can log in their complaint on the Customer care number or helpline number of KFI or directly with LCO. The Customer Care Number is available from 08.00 hours to 00.00 hours all day of the week.
- b. For each complaint received by us the subscriber will be assigned a Docket Number.
- c. Each complaint will be attended within 8 hours. However complaints received during night time will be attended on the next day. Ninety percent of Number Signal complaints will be attended within 24 hours of receipt of such complaint.
- d. 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 Authority wherever it pertains to distribution of signals from the node/amplifier of KFI. If the services is provided directly by KFI, it will be responsibility of the KFI to maintain the Quality of Services standards as laid down by the Authority.
- e. For more details relating to the redressal of your complaints please see KFI's Consumer Charter which has been provided along with this CAF.

8. **INDEMNITY**

The Subscriber hereby indemnifies and hold harmless the LCO and KFI from all the loss, claims, demand, suits, proceedings, damages, costs, expenses, liabilities (including, without limitation, reasonable legal fees) that may arise due to (i) any misrepresentation made by the Subscriber or breach of any obligation of the Subscriber and (ii) loss, theft and damage to the equipments installed (including STB) in his premises and/or (iii) cause of for use and misuse of the Services or for non-observance of the Terms by the Subscriber.

9. **FORCE MAJEURE**

If at any time, during the continuance of Services, 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 other 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 KFI, the Subscriber will not have any claim for any loss or damages against the LCO or KFI.

10. **LIMITATION OF LIABILITY**

LCO and KFI 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 Services or inability to provide the same whether or not due to suspension, interruption or termination of the Services or for any inconvenience, disappointment due to deprival of any programme or information whether attributable to any negligent act or omission or otherwise. Provided however the maximum liability of LCO or KFI for any actual or alleged breach shall not exceed Two months subscription charges for such Services.

11. **JURISDICTION**

All disputes and differences with respect to these Terms between the Subscriber and KFI or the LCO or in connection with this agreement, parties hereto irrevocably submit to the exclusive jurisdiction of the competent courts of Bangalore, India.

12. **MISCELLANEOUS**

- a) Notice at the Installation Address or billing address as the case may be shall be deemed to be sufficient and binding on the Subscriber.
- b) KFI is entitled to change, vary, add, withdraw, the Services or the subscription package or a part thereof and/ or vary the charges and fees related thereto at any time. Upon making such changes, variations, additions or withdrawals, KFI shall inform the Subscriber of the same.
- c) If the Subscriber continues to use the Services after the notice informing the Subscriber of the said changes, variations, additions or withdrawals, the Subscriber shall be deemed to have agreed to such changes, variations, additions or withdrawals.
- d) KFI shall be entitled to use, distribute, sell, transfer, or otherwise share with other persons or entities user lists, the information provided by the Subscriber to KFI in the CAF, without disclosing the identity of the particular Subscriber and information about the number of visits, average time spent on the site, pages viewed, etc to measure the use of our site and to improve its content.
- e) KFI shall have the right, but not the obligation, to monitor the content of the Services, including chat rooms, bulletin boards and forums, in order to determine compliance with this agreement.
- f) 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.
- g) KFI Reserves its right to revise, addition, amend, alter and delete the terms and conditions hereinabove from time to time and the same shall be binding on the subscriber. The subscriber may refer such modified in terms and conditions in our web site at www.acttv.in.
- h) The terms and condition prescribed under the regulation issued by Authority from time to time are applicable herewith. Detailed information is available on the website of Telecom Regulatory Authority of India viz: www.trai.gov.in.



II. PROCEDURE AND BENCHMARK FOR REDRESSAL OF COMPLAINTS

We have set up a centralised helpline no. 080-42840000 to assist you should the need arise.

This service is available from 0800 hours to 00:00 hours every day. Executives will be available to answer your queries in Hindi/English and the local language of the State.

In addition to the helpline no. you can also log in complaints from your Registered Mobile No. or your registered email ID.

For each complaint you will be issued a Docket/ticket No. and you can monitor the same through our “Web Based Monitoring System”. Whilst issuing you the docket no. (Which shall inter alia contain the date and time of registration of the complaint) we shall also inform you the likely time period within which your complaint shall be resolved.

In each of the service areas in which KFI's network operates through its Joint Ventures and its Distributors which are more particularly mentioned hereinabove a complaint centre has been established for redressing your complaints and for addressing service requests by you. The Complaint Centres shall 080-42840000 be open and accessible to you between 08:00 hrs to 00:00 hrs on all days of the week.

Every Complaint Centre has a designated Complaint Officer whose name and contact details are prominently displayed at the entrance to the Complaint Centre. On reaching the Complaint Centre please ask for the Complaint Officer who shall attend to your complaint.

Please note that every Complaint Centre is also accessible through our Centralised Helpline no. 080-42840000. You shall be guided to and connected with the complaint centre in your service area through the Interactive Voice Response System (“IVRS”).

All complaints (other than complaints relating to billing) shall be responded to within eight hours of the receipt of your complaint by us. Complaints received during the night shall be attended to the next day. If we are unable to respond to you within the stipulated time then we shall communicate to you the reasons for us being unable to respond to you within the time stipulated above.

At least ninety percent of all “no signal” complaints received by us or our local cable operator shall be redressed by our local cable operator and signals will be restored by our local cable operator within twenty four hours of the receipt of the complaint by us or by our local cable operator save and except in cases of natural calamities.

At least ninety percent of all complaints received by us or our local cable operator (save and except complaints relating to billing) shall be redressed within forty eight hours of the receipt of the complaint.

All complaints relating to billing shall be resolved within seven (7) days of the receipt of the complaint from you. After the complaint has been resolved which resolution is satisfactory to you and us, in case you become entitled to a refund, we shall endeavour to make the refund to you within thirty (30) days of the receipt of your complaint by us.

Records for all your complaints shall be maintained and kept by us only for a period of three (3) months from the date of resolution of the complaint.

We have also appointed a Nodal Officer in every State in which we have commenced operation of our digital addressable network.

The names, addresses and contact details of our Nodal Officers are as stated herein below:

Nodal Officer Karnataka: C V Suresh Kumar

Address: Golden Heights, 59th C Cross, 4th M Block, Rajajinagar, Bangalore – 560010

Tel: 080-42840000 Fax: 080-67695599

email: nodalofficer@acttv.in

office tel: 080-64501218

In case you are not satisfied with the redressal of your complaint by our Complaint Centre you may approach the Nodal Officer appointed for the State in which you are being provided our service. You may send your complaint to the relevant Nodal Officer by a letter in writing, or through telephone (preferably the telephone number which you have registered with us) or by Short Messaging Service (“SMS”) or through our web based online complaint filing system.



Our Nodal Officer shall issue an acknowledgement to you within two days of the receipt of your complaint by us and give you a unique complaint number.

Our Nodal Officers shall resolve your complaint within ten working days from the receipt of your complaint by us.

III. MISCELLANEOUS

Please also refer to the Standards of Quality of Service (Digital Addressable Cable TV Systems) Regulations 2012 for further details of the duties and obligations of KFI and its local cable operators and the rights and duties of the subscriber.