

Provision of Service:

1. KCCL's Cable Service shall be made available to the Subscriber with effect from the date of activation of the STB.
2. The Subscriber shall fill in the Customer Application Form (CAF) and its acknowledgement slip and submit the CAF to the Local Cable Operator (LCO). The Subscriber shall ensure that the information stated in the CAF is complete and accurate in all respects and shall immediately notify KCCL or its LCO of any change thereto.
3. Photo identification and address proof shall be submitted along with the CAF by the subscriber; else the CAF will be treated as incomplete or deficient. The LCO shall return the acknowledgement slip of the CAF to the subscriber duly acknowledged.
4. The CAF contains a Unique Identification Number ("UIN") which the subscriber shall remember and quote in all the communications to KCCL whilst the application is under process.
5. Incomplete Customer Application form shall be rejected and the deficiencies shall be informed to the subscriber by the LCO.
6. Subject to technical and operational feasibility at the location requested by the subscriber, KCCL itself or through its LCO, shall within two days of the receipt of your application (assuming that the CAF is correctly filled without any deficiencies and that you have made the necessary payments) have the connection set up in the subscriber's premises.
7. A duplicate copy of the CAF will be issued to the subscriber as an acknowledgement copy. The CAF No. shall be quoted by the Subscriber in all future correspondence or follow ups.
8. In case of technical or operational non-feasibility at the location requested by the subscriber, KCCL or its LCO will inform the Subscriber about the same, within 7 days from the date of receipt of the CAF by KCCL or LCO, as the case maybe.
9. The subscriber shall have the option to select channel package or channels on an a-la-carte basis, as and when offered by KCCL.
10. Except in case of outright purchase of the STBs by the Subscriber, the STB is merely licensed to the Subscriber by KCCL to avail the Channels for one TV set only and shall at all times be the exclusive property of KCCL. The subscriber can opt for a STB under the three CPE schemes as annexed at Annexure I.
11. The Subscriber shall ensure the safety and security of the STBs and take reasonable care to prevent any unauthorized use, theft, misuse, damages, loss etc. to the STBs.
12. All the terms and conditions including the provision related to the terms of service, tariff, rebates, discount, and refund shall be subject to the rules, regulations, notifications and guidelines as may be specified by the Authority or as may be applicable from time to time.