

GENERAL

What is meant by Digitalization of Cable TV?

It simply means that cable TV will bring a digital signal to your doorstep. With this technology subscribers will get superior picture and sound quality, a large bouquet of channels, choice of channel, games and movies on demand.

What are the advantages of digital cable TV?

The state-of-art-digital technology will provide an enhanced picture and sound quality, large no. of channels, and value-added services like movies-on-demand, broadband, games, pay per view, HD, etc. The digital cable TV service will be available through a Set Top Box.

Can weather affect digital Cable TV?

No. Digital Cable TV is not affected by rainy weather unlike the DTH service.

What is DAS or Digital Addressable System?

Digital Addressable System (DAS) is a description normally used for a set of hardware devices and connected software used at different stages of distribution of TV channels through which the channels are transmitted in encrypted form. It contains the following attributes:

- The subscriber is given an authorization depending upon his request to view one or more of such encrypted channels of his choice.
- The subscriber will pay for those channels which he or she has chosen to view in such a system.
- The authorization is given and controlled by the Multi System Operator (MSO) who owns the DAS in a Cable Television Network. In this, he is often assisted by the Local Cable Operator.
- "Addressable system" signifies that a subscriber is identifiable.
- The Multi System Operator and the broadcaster will know the exact number

of subscribers of a channel or a bouquet of channels and the amount that is due from that subscriber.

What is a 'CPE' or a 'STB'?

"CPE" means Customer Premise Device or "STB" means Set Top Box is a device, which is connected to a television set at the subscribers' premises and which allows a subscriber to view encrypted channels of his choice on payment. The basic function of the Set Top Box is to decrypt/decode the signals of those channels in which the subscriber has been authorized by the Multi System Operator to receive and to convert the digital signals into an analogue mode for viewing on television sets.

What is a smart card or viewing card?

A smart card or a viewing card essentially functions like an ATM Card and comes along with the Set Top Box and allows the signals of only those channels to be seen which the subscriber has contracted to pay for a particular period.

Who is a Multi System Operator?

"Multi-System Operator (MSO)" means a cable operator who receives a programming service from a broadcaster and/or his authorized agencies and re-transmits the same or transmits his own programming service for simultaneous reception either by multiple subscribers directly or through one or more local cable operators (LCOs), and includes his authorized distribution agencies by whatever name called.

What is the role assigned to a multisystem operator with respect to DAS ?

Introduction of addressable systems requires large investments in equipment such as Headend, encryption, Subscriber management system and set top boxes. This level of investment cannot be done by the local cable operator.

Hence an MSO sets the platform to receive signals from the broadcasters, adapts it to provide for addressability, keeps the consumer database, ensures compliance of quality of service and other regulations of TRAI and through Local cable operators or in some cases directly provides channels to subscribers. Thus the local cable operator is supposed to enter into an agreement with one of the permitted MSOs.(As per TRAI guidelines)

Does one have to buy a new smart card if one wants to change the subscriptions of channels (i.e., opt for different channels)?

No. Since in DAS subscriber is addressable, a subscriber has to only intimate the change in package to the Multi System Operator directly or through the Cable Operator, the multi system operator can change the privileges attached to the viewing card or smart card attached to the Set Top Box.

Will the Set Top Box also make available free to air channels along with pay channels?

As both free-to-air and pay channels shall have to be carried in the digital domain in an encrypted format, both shall be receivable with the same Set Top Box.

Does one require a Set Top Box to view only Free to Air Channels?

YES. In case if a subscriber does not subscribe to any pay channels and wants to view only FTA channels, he must have a Set Top Box attached to his television set as all the FTA channels will be transmitted from Headend in digital mode with encryption because of mandatory digitalization.

Where and from whom can I get a Set Top Box?

A subscriber can get a Set Top Box as mentioned below:

- A subscriber has to buy on the outright basis the set top box from the Multi system operator.
- A subscriber can also get a Set Top Box against a security amount paid to Multi System Operator or Cable Operator.

What do I have to do to get the Set Top Box?

A subscriber has to contact the Local cable Operator and make an application in a format prescribed by the Multi System Operator/Cable operator and comply with the formalities as required in the application to get a Set Top Box.

What is a bouquet and what is A-la-carte ?

"Bouquet" and "A-la-carte" can be explained as:

- "Bouquet" or "Bouquet of channels" means an assortment of distinct channels, offered together as a group or a bundle. "Bouquet rate" means the rate at which a bouquet of channels is offered to the distributor of TV channels or to the subscriber.
- "A-la carte" with reference to offering a TV channels means offering the channel individually on a standalone basis and "A-la-carte rate" means the rate at which a standalone individual channel is offered to a distributor of TV channels or to the subscriber.

What is meant by 'Basic Service Tier' ?

"Basic service tier" means a package of free-to-air channels provided by a multi system operator /cable operator which can be viewed with a Set Top Box (Because of Digitalization) attached to the television set.

What are Free to Air Channels? Do we have to pay for subscribing only FTA channels?

Free-to-air television channel means a channel which is declared as such by the broadcaster and for which no fee is to be paid by distributors to the Broadcasters. No charges are to be paid by subscribers to distributors for

FTA channels. However, Subscribers will have to pay Network Capacity Fee of Rs. 130/- per month GST extra to your Digital TV Operator.

What is network capacity fee?

'Network Capacity Fee' means the amount, excluding taxes, payable by a subscriber to the Distributor of television channels for distribution of TV channels subscribed by that subscriber and it does not include subscription fee for pay channel or bouquet of pay channels. It is a kind of monthly fixed charge for receiving digital signals.

- The Network Capacity Fee, per month, payable by a subscriber (each set top box) for 100 SD channels is Rs.130/- per month excluding taxes.
- TRAI has also prescribed Rs. 20/- only excluding taxes as additional NCF for every additional 25 SD channels subscribed to.
- In accordance with Regulations, 1 HD Channel shall be equivalent to 2 SD Channels. In addition to Network capacity fees, you have to pay charges for the pay channels as per MRP declared by the broadcaster.

Where can I find the new Packages and Rates?

You can get the new Packages and Rates on our website or else you can also contact your Local Cable Operator.

TECHNICAL

I am seeing Error 1 on my TV Screen?

Please ensure that subscription to your choice of packages/channels is presently valid.

- In case your package is Active, please contact the Call Centre Helpline number [1860-212-6456](tel:1860-212-6456) from 8am to 11pm and ask for a refresh command. Alternatively, you may contact your Local Cable Operator.
- In case subscription to your choice of packages/channels is expired and has passed its due date please contact your Local Cable Operator to make payment.

Note:-

- Always mention your Set Top Box serial number while making a call to the helpline. To know your Set Top Box Number, please press the Help button on your STB remote handset, you will get Help Screen on your TV screen from where you can know your STB number.
- Please keep your STB on stand-by mode, while we send a refresh command or while making the payment.

I am seeing Error 3 on my TV Screen?

Please ensure that subscription to your choice of packages/channels is presently valid.

- In case your package is Active, please contact the Call Centre Helpline number [1860-212-6456](tel:1860-212-6456) from 8am to 11pm and ask for a refresh command. Alternatively, you may contact your Local Cable Operator.
- In case subscription to your choice of packages/channels is expired and has passed its due date please contact your Local Cable Operator to make payment.

Note:-

- Always mention your Set Top Box serial number while making a call to the helpline. To know your Set Top Box Number, please press the Help button on your STB remote handset, you will get Help Screen on your TV screen from where you can know your STB number.
- Please keep your STB on stand-by mode, while we send a refresh command or while making the payment.

I am seeing Error 5 on my TV Screen?

Please ensure that subscription to your choice of packages/channels is presently valid.

- In case your package is Active, please contact the Call Centre Helpline number [1860-212-6456](tel:1860-212-6456) from 8am to 11pm and ask for a refresh command. Alternatively, you may contact your Local Cable Operator.
- In case subscription to your choice of packages/channels is expired and has passed its due date please contact your Local Cable Operator to make payment.

Note:-

- Always mention your Set Top Box serial number while making a call to the helpline. To know your Set Top Box Number, please press the Help button on your STB remote handset, you will get Help Screen on your TV screen from where you can know your STB number.
- Please keep your STB on stand-by mode, while we send a refresh command or while making the payment.

I am seeing Error 6 on my TV Screen?

Please ensure that subscription to your choice of packages/channels is presently valid.

- In case your package is Active, please contact the Call Centre Helpline number [1860-212-6456](tel:1860-212-6456) from 8am to 11pm and ask for a refresh command. Alternatively, you may contact your Local Cable Operator.
- In case subscription to your choice of packages/channels is expired and has passed its due date please contact your Local Cable Operator to make payment.

Note:-

- Always mention your Set Top Box serial number while making a call to the helpline. To know your Set Top Box Number, please press the Help button on your STB remote handset, you will get Help Screen on your TV screen from where you can know your STB number.
- Please keep your STB on stand-by mode, while we send a refresh command or while making the payment.

I am seeing Error 7 on my TV Screen?

Please note that 'Error 7' means there is No Signal to your Set Top Box.

- Check Input cable connectors on Digital Set Top Box and TV.
- Do an automatic channel search/scanning
- Switch on the Set Top Box from the power plug, wait for few seconds then change the channels and check if the concern is resolved.

If you are still facing the problem you may contact your Local Cable Operator or contact the Call Centre Helpline number 1860-212-6456 from 8am to 11pm to raise the ticket.

Note:-

- Always mention your Set Top Box serial number while making a call to the helpline. To know your Set Top Box Number, please press the Help button on your STB remote handset, you will get Help Screen on your TV screen from where you can know your STB number.

I am experiencing pixelization/freezing on my channels. What should I do?

Please note that 'Channel Freezing' means that the Signal level to your Set Top Box is less.

- Check Input cable connectors on Digital Set Top Box and TV. If you are still facing the problem you may contact your Local Cable Operator or contact the

Call Centre Helpline number [1860-212-6456](tel:1860-212-6456) from 8am to 11pm to raise the ticket.

Note:-

- Always mention your Set Top Box serial number while making a call to the helpline. To know your Set Top Box Number, please press the Help button on your STB remote handset, you will get Help Screen on your TV screen from where you can know your STB number.

I am facing an audio problem on all channels /most channels while watching TV. What should I do?

Please note that the connectors may not be properly connected to your Set Top Box.

- Check Input cable connectors on Digital Set Top Box and TV.
- Check RCA (Audio-Video cable) connectors on Digital Set Top Box and TV.
- Check HDMI cable connectors on Digital Set Top Box and TV.
- Do an automatic channel search/scanning
- Switch on the Set Top Box from the power plug, wait for few seconds then change the channels and check if the concern is resolved.

If you are still facing the problem you may contact your Local Cable Operator or contact the Call Centre Helpline number < a href="tel:1860-212-6456" class="achor_tag">1860-212-6456 from 8am to 11pm to raise the ticket.

Note:-

- Always mention your Set Top Box serial number while making a call to the helpline. To know your Set Top Box Number, please press the Help button on your STB remote handset, you will get Help Screen on your TV screen from where you can know your STB number.