



Customer Application Form



Office:Vrattdarshan Tower, Tilak Nagar, Plot.No.13/2,Sur.No.5
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 www.monanetvision.com Cont:02430-223520,9422204207

CAF No.

19709

MSO LIC.NO.9/105/2013-BP&L

Subscriber Information:

First Name:		Second Name:		Last Name:	
Flat/Room No.:		Floor:		Building:	
Society/Complex:		Road Name:			
Locality:		Landmark:		State:	
City:		Districts:		State:	
Pin Code:		Subscriber House: Rented <input type="checkbox"/> Owned <input type="checkbox"/>		(Use separate SAF for more than one connection)	
Phone No:		Mobile No:		Fax:	
E-Mail:		Gender :Male <input type="checkbox"/> Female <input type="checkbox"/>		Internet Connection: Y <input type="checkbox"/> N <input type="checkbox"/> ISP Name:	
Viewing Device: TV <input type="checkbox"/> PC <input type="checkbox"/> First Connection Y <input type="checkbox"/> N <input type="checkbox"/> If No, Name of Other Service Provider.					
Existing STB No.		VC No.			

Family Information:

Member Name	DOB

Wedding Anniversary	Mother Tongue		
Verification Details	Subscriber Type	Category	Sub Charges
Passport Number: Y <input type="checkbox"/> N <input type="checkbox"/>	Residential <input type="checkbox"/>	Regular <input type="checkbox"/>	Monthly <input type="checkbox"/>
Voter ID: Y <input type="checkbox"/> N <input type="checkbox"/>	Commercial <input type="checkbox"/>	VIP <input type="checkbox"/>	Quarterly <input type="checkbox"/>
Driving License No.: Y <input type="checkbox"/> N <input type="checkbox"/>	Institutional <input type="checkbox"/>	Demo <input type="checkbox"/>	Half Yearly <input type="checkbox"/>
Permanet Acc No.: Y <input type="checkbox"/> N <input type="checkbox"/>	Others <input type="checkbox"/>		Annually <input type="checkbox"/>
Address Proof: Ration Card <input type="checkbox"/> Telephone Bill <input type="checkbox"/> Electricity Bill <input type="checkbox"/> Bank Statement <input type="checkbox"/>		Details Of Channls Subscribed : As per annexure attached herewith	

Hardware Details	
S.B. & VC Details : Owned <input type="checkbox"/> Rented <input type="checkbox"/> Others <input type="checkbox"/>	STB No. <input type="text"/>
	VC No. <input type="text"/>

Payment Details		
Basic Service Tier Charges Rs.	Subscription Charges Rs.	Other charges Rs.
Security Deposit Rs.	Installation Charges Rs.	Service Tax Rs.
VAT/Right to use Tax Rs.	Entertainment Tax Rs.	Any other Applicable Tax Rs.
Total Amount Paid Rs.	Payment Mode: Cash <input type="checkbox"/> Cheque <input type="checkbox"/> (Subject to realisation)DD/PO <input type="checkbox"/> Other <input type="checkbox"/>	
Cheque/DD/PO No.	Bank and Branch:	Amount Rs.

I have read and understood the terms and conditions provided herewith and acknowledge that the tariff plan selected by me and the applicable rates together the entire terms & conditions and I shall be bound by the same I hereby declare and confirm the that I have received the above hardware and the information contained herein is true and accurate in every aspect I have paid the subscription charges to the authorised cable operator of Mona Netvision Sillod

Date	Contact Name (for company):	Signature of Subscriber	
Sample of Franchise		Office use only	
Cable Operator Sing		Activation Date:.....Area.....	
Franchise Code:		Operator Name.....	
Distributor's Name:		Activation Er.Sing	Authorised Sign.

Office Use-Acknowledgment	
Received with thanks From Me/Ms./M/h/	Subscription applicable form along with Rs.
Towards initial subscription charges, Other Charges(if Any),STB security deposits(if Any) and Installation Charges	
Date:	

Franchise Singnature		
Customer Code:	Customer Category::	Account Code:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Pin:	<input type="text"/>	<input type="text"/>

Date of Receipt:	Entered by:	Audit:
	Name:	
	Date:	
STB/VC Serial No.Sticker		
Type of STB: <input type="checkbox"/> HD <input type="checkbox"/> SD-4 <input type="checkbox"/> Hybrid <input type="checkbox"/>		

SUBSCRIBER'S AGREEMENT

PART-1 DEFINATION

- 1 "Addressable system" means an electric or more than one electronic device put in an integrated system through which television signal can be sent in encrypted or unencrypted for which can be decoded by the device or devices at the premises of the subscriber within limits of the authorization made, on the choice and request of such subscriber by Mona Netvision to subscriber.
- 2 "Broadcaster" means a company from which Mona Netvision sources its programming services
- 3 "Cable Operator" means any person, duly authorized by Mona Netvision who provides services through a cable television network after receiving the same from Mona Netvision
- 4 "channels" means and includes such satellite-based free-to-air & pay(encrypted) television/radio channels and other value added services as may be authorized, which shall be distributed by Mona netvision as part of its services.
- 5 "Pay Channels" means a channel distributed/retransmitted by Mona Netvision in an encrypted mode as received by the cable operator which can be viewed by the subscriber only by means of the.
- 6 "Permitted Viewing Device" or "PVD" means either a viewing device and/or a hearing device which is specially permitted, being television and personal computer
- 7 "Programme" means any television broadcast and includes
 - a. exhibition of films, features, dramas, advertisements, serial, news & current affairs
 - b. any audio or visual or audio-visual live performance or presentation and the expression "programming" shall be constructed accordingly.
- 8 "service" means the services provided by Mona Netvision and any value added service as may be authorized directly at the subscriber premises through the STB, in accordance with the subscriber request
9. "Mona Netvision" means Mona Digital & Mona Net.
10. "STB"(set-top-box) means a device, which is connected to a PVD, which is compatible with and is able to receive and or decode the subscribed service through and addressable system regardless of its brand or manufacture or acquisition source or unable subscriber to view the pay channels.
11. "Subscription form" or "SAF" means the standard format of Subscription in the Subscriber in the SAF where Application Form(SAF) to enable prospective Subscriber to the Service by duly filling, Sing in accepting the terms & condition mentioned overleaf to the SAF and submitting it to Mona Netvision
12. "Subscriber Premises" means the installation location specified by the subscriber in SAF where it will install the STB to view the service directly using one and only one permitted view device.
13. "Subscription Request" means the pay channels and/or bouquet of channels and applicable traffic plan/scheme selected by the Subscriber by filing of requisite subscription application from manually or through any electronic mode or any modification/amendments effected there in from time to time
14. "VC" (viewing Card) means the smart card approved and branded Mona Netvision, which when inserted in the STB enable the STB to decode the service or portion thereof that the subscriber has sought under the Subscription Request.
15. " Standard Tariff Package (STP)" means a package of tariff as may be determined by TRAI for supply of STB to the subscriber by a service provider for receiving programmers.

PART-2 SUBSCRIBERS TERMS & CONDITION TERMS

1. Agreement commences upon Mona Netvision installing STB, activating the viewing card (VC) and install remain in force subject to other terms, as per package(s)/bouquet(s) /service(s) chosen by subscriber and operate concurrently with Mona Netvision permission/license to provide Cable Television Service, any money paid by the subscriber shall not create any rights in favor of subscriber until complete verification about subscriber's details & information, is done to the satisfaction of Mona Netvision in addition, Mona Netvision reserves right to seek/verify financial and other information subscriber, On acceptance of the SAF and payment of deposit & rent as per the scheme opted by subscriber, the applicant will become the subscriber of Mona Netvision for Mona Nevisian services.
2. Subscriber represent that he/she has been fully informed about the Cable Television Services provided by Mona Netvision, its specification requirement, limitation etc & has only there opted for a such a services, filed up & submitted the subscriber from & sign this agreement
3. Mona Netvision shall perform its obligations and do inspection under this agreement including of collection subscription charges, deposit, rents either through its employees or through its author Cable Operator or any other authorized representative
4. The parties acknowledge that Mona Netvision pvt lim. Is the sole owner of the STB & has permitted Mona Netvision to deploy the same to the subscriber.
5. This agreement shall be in force of a minimum period of three years during which the end subscriber promises to a avail CATV signal of Cable services only from Mona Netvision & will not change signal & services of Mona Netvision a return consent
6. At any point of time if the subscriber to change the service of Mona Netvision he agrees to return the STB which Had been provided for in installation at the less of end subscriber & branded Mona Net for avail CATV signal & all value add services in the best working condition.
7. The Subscriber hereby confirms that the STB has been examined, inspected & demonstrated to him & is in good working condition to the satisfaction of the subscriber on clear objection shall hereafter be admissible against Mona Netvision as to the quality, functioning, completeness, correctness of S.B..
8. The Ownership of the STB and VC shall solely vest with Mona Netvision at all times and the subscriber shall not transfer, remove or otherwise relocate the STB and/or the VC, without prior write consent from Mona Nevisian
9. The Subscriber hereby authorizes Mona Netvision and/or its subsidiaries/affiliates to broadcast advertisement and promotional content on their network.
10. In case of any change ,revision in the terms by TRAI (Telecom Regulatory Authority of India)The same shall become applicable to this agreement from the date of notification by TRAI.

2. SCHEME AND SERVICES

1. The Subscriber shall be provided a VC to enable the subscriber to use Mona Net vision Service, subject to the compliance of the terms and condition of this agreement, including any modification alteration, addition, substitution therein from time to use.
2. The VC shall always be the sale property of Mona Net vision and shall be returned by subscriber upon terminal/determination hereof and/or be activation of temporary suspension of services subscriber would be responsible for it's safe custody, uses, password and consequences thereof.
3. For any change, addition, substitution, modification of the subscriber service, the subscriber shall submit the requisite form together with the applicable processing fee/change least five(5)days in advance to enable of the same and be bound by the additional terms as may be applicable or withdrawal from the subscriber Service shall entitle the subscriber to any refunds or adjustment of the money already paid, billed or to be billed under the terms and condition.
4. (a)The subscriber for channels other than pay channels is bound to pay at least one month's charges/bill for opted services including additional services and shall not be entitle for refund/adjustment even if he of opts from the service before the expiry of one month. In case of a subscriber who has opted for pay channels, minimum subscription period shall four months and only thereafter the subscriber can for out. For any deficiencies in the amount to be recovered from the subscriber the same shall be adjusted from amount deposit him Mona Net vision. Deceased as mandated by TRAI
- (b) The subscriber can submit his subscription request for the service and/or update and/or upgrade the subscribed service by way of addition or substitution or deletion etc. or channels in which case he would be liable for payment of subscription as per the change package.
- (c)Not with standing anything mentioned in clause above ,where the subscriber has opted for a pay channel on ala-cart basis for a period less than four(4) months then the subscriber shall pay pay for months (here in after reform to as "lock in period")of the MRP of the opted pay channel. The subscriber shall be liable to pay MRP of opted channel for lock in period if he opts out from such service are the activated in terms of this agreement, before the expiry of such lock in period.
5. Service, quality, functionality, availability and/or reliability may affected to reasons beyond the control of Mona Net vision in such an event Mona Net vision is entitle to, without any liability, limit, suspend, vary, disconnect, deactivate and/or interrupt the service in whole or in part, at any time in its safe discretion with respect to one/all subscriber without any notice, for reason and or/ due to various factors including but not limited to (a) cable television network (regulation) act 1995 (b) government and telecom regularity authority of india or directions, regulation, rules, notification etc. including there to (c) transmission, limitation/problems cause topographical geographical, atmospheric hydrological environmental conditions, and/or mechanical conditions and / or such other factors / features / conditions change or capacity limitations for reasons gradation installation, relocation, repairs, operation and / or maintenance of system / equipments / service. (d) to combat potential fraud sabotage, wiful destruction etc (e) for any legitimated business purposes (f) force majeure circumstance , Act of God. (g) in compatibility with equipments including set up box etc (h) Any delay in nonpayment of any dues ,incurring in excess any deposit/credit limits, non deposit any increased deposit(s)/advance(s) in case of suspension/disconnection, etc reconnection may be happen within 10 days of such suspension/disconnection and any subscriber shall pay such charges if applicable (as many be specifically intimated to the subscriber from time to time) and on such other/further terms, as Mona Netvision may determ Activation/reactivation of connection shall happen within 2 working days of completion of the formalities the part of the subscriber for removal of such suspension/disconnection the subscriber shall pay such charges.
6. Mona Netvision is entitle to charge, vary, withdrawal any service/supplementary/schemes/plans etc and/or to vary the charge/price relating thereto, at any time, in its sole discrete which shall be binding on the subscriber
7. Mona Netvision may at any time, through its authorized representative and/or authorized cable operator, make Infection at the premises of the subscriber with regard to fulfilment of the condition mentioned on the agreement on the part of subscriber and shall be entitle to take photograph, documents, materials, equipments, etc so as to prove the violation of this agreement and/or infringement of copyright and trademark of Mona Netvision or any broadcaster or any other person associated with the service. the instance of piracy, violation of copyrights and unauthorized viewing of channels transmitted through the network of Mona Nevisian, as detected by finger printing mechanism and/or any other mechanism/method/ system deployed by Mona Netvision network for such detection, shall be valid and acceptable to the subscriber, Statement(s) made by representative of Mona Netvision in this regards it's tampering and other defects and acceptance there of by Mona Nevisian
8. In Addition to the security deposit, in consideration of the delivery of the STB to the subscriber on rent, the subscriber shall pay monthly rent in advance of such amount as per the re scheme opted by the subscriber details whereof are expressly mentioned in Annexure-1 attached herewith, plus applicable taxes, to Mona Netvision at the commencement of relevant month, in mode as may be provided by Mona Netvision in cases where a customer chooses to return the STB, the refund of Security Deposit paid thereof shall be made within 7 days from the date of verification of STB as regards it's tampering and other defects and acceptance thereof by Mona Nevisian.
9. Subscriber can procure on STB of approved quality (as specified by Bureau of Indian Standards) from any source provided the same shall be compatible with Mona Nevisian network
10. The SUB Shall be solely used for availing Mona Netvision Services and shall not be used for availing services of any other cable television service provider.
11. he STB shall have only one year warranty from the date of installation at the subscriber's premises
12. Jurisdiction: All disputes differences with respect to these terms between the subscriber Mona Netvision or the LCO shall be subject only to the jurisdiction of the courts at Sillod.