



## NEW CONNECTION | RELOCATION | CHANNEL SUBSCRIPTION PROCESS

### **MONA NETVISION CUSTOMER REGISTRATION**

To avail of a STB, kindly contact the Mona Netvision Office nearest to you or your Local Cable Operator. 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 the STB scheme you are opting for and pay the appropriate amount for the same based on your selected options. New subscribers must submit address proof and photo identification. Ensure that you enrol one mobile number as a registered mobile number against your account, so that you receive regular updates, payment reminders and receipts of payments made. Providing your email address will also facilitate better service standards. Your Customer Application Form (CAF) will have STB Serial Number & Smartcard Serial Number mentioned which you should quote in all your communications to us whilst your application is under process. If there is any deficiency in your CAF, such deficiency shall be made known to you by us in writing, within two days from the receipt of your application by us. As already stated above, in case it is not technically or operationally feasible for us to provide you with the connection we shall inform you of the same indicating to you the reasons why, within two working days of the receipt of your CAF by us. However, if it is technically and operationally feasible for us to provide you with a connection, we shall within two days of the receipt of your application (assuming that the CAF is correctly filled in without any deficiencies and that you have made the necessary payments) have the connection set up in your premises. A duplicate copy of the CAF will be issued to you as an acknowledgement copy. Kindly quote the Smartcard Serial Number in all future correspondence or follow ups. In the event, the STB is not installed within 2 working days, a rebate of Rs.15/- per day for the first five days and Rs.10/- per day thereafter will be given to the subscriber, subject to meeting feasibility and operational norms and subject to the installation premise being covered by Mona Netvision's existing network.

**MULTI-TV POLICY** - As per the amended regulatory framework, the guidelines for multi-TV subscription stands amended with effect from 01st March.'20. Please refer to the "Consumer Corner" on our website monanetvision.com for the revised Customer Acquisition Form (CAF) and follow the instructions provided in the same.

**RELOCATION** - WHAT IS THE PROCEDURE FOR RELOCATION? / I HAVE SHIFTED FROM ONE CITY TO ANOTHER CITY. HOW DO I GET MY MONA NETVISION CONNECTION SHIFTED?

In case a subscriber requests for relocation of his connection from one location to another location, the Company or its LCO, as the case may be, shall, subject to technical and operational feasibility, relocate the connection within a period of 7 working days from the date of receipt of such request: Provided that it shall be permissible for the Company or its LCO, as the case may be, to charge from such subscriber-

- (i) An amount, not exceeding, twice the amount of installation charge prescribed by the distributor in case, such relocation work involves dismantling of the outdoor equipment of customer premises equipment from old location and reinstallation at new location, or
- (ii) An amount, not exceeding, the installation charge prescribed by the distributor, in case, such relocation work does not involve dismantling of the outdoor equipment of customer premises equipment from old location.

Alternatively you may contact on our Helpline number 1800-222-3520 from 8:00 AM (8 Hours) to 11:00 PM (23 Hours).

**(Note- Please keep ready your details (New Address / STB Number / Smartcard Number) while making call on helpline number).**

**CHANNEL SUBSCRIPTION** After 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.

#### **NETWORK CAPACITY FEE (NCF)**

- The Network Capacity Fee, per month, payable by a subscriber for 200 (Two Hundred) SD channels is Rs. 130/- (Rupees One Hundred Thirty Only)
- In accordance with the Regulations 1HD Channel is equivalent to 2 SD Channels
- Pay Maximum Retail Price (MRP) as published by broadcaster for pay channels or bouquets as per your choice (taxes extra)
- Enjoy freedom to choose your favourite channels or bouquets.
- Now all pay channels will be available at same fixed price across India and across all delivery platforms – Digital Cable, DTH, HITS or IPTV
- Maximum Retail Price of each channel (exclusive of applicable taxes) will be displayed on EPG as seen on your TV screen.

**BASIC SERVICE TIER** You can also choose to opt for the Basic Service Tier (BST) package which contains one hundred channels of which 27 are mandated Doordarshan channels.

**PAY CHANNELS** You can choose to subscribe to any pay channel packages offered by MNS or choose one or more of the pay channels in a-la-carte (ALC) mode or a combination of both at the prices indicated on the Package & Channel Request Form (PCRF).

- All package pricing is per Set Top Box (STB) per month. GST is payable by Subscriber as applicable.
- Please note that if any channel which forms a part of the package that you have subscribed to becomes unavailable on our network then your subscription charges for that package will be reduced by an amount equivalent to the value of that channel. Such reduction shall be effective from the date of unavailability of such channel on our network. We shall give you fifteen days' prior notice (save and except in cases of natural calamities and reasons beyond our control), before we take any channel off air or discontinue the exhibition of any channel. The notice shall be published in the local newspaper and displayed through scrolls on your TV screen.
- Subscribers must pay for all their subscriptions in pre-paid mode to avail of services. We recommend that you renew your packages online or via your local cable operator before the expiry date of your packages to ensure un-interrupted viewing of your channels.
- Subscribers who have opted for post-paid services will receive an invoice from NXTL or your local cable operator. Payment must be made within 15 days of invoice date. Failure to make payment will attract a penalty of 15% simple interest and could lead to deactivation of your video subscription services.

A Subscriber may choose any of the following route to subscribe to any channel on A-la-carte basis:

1. Website: The Subscriber may go to Mona Netvision's website and view the A La Carte channels of his choice.
  2. Customer Care Centre: The Subscriber may make a request for subscription of any channel on A-la-carte basis through our centralized helpline no. 1800-222-3520. Our helpline is available from 8.00 am (8 hours) to 11.00 pm (23 hours). The Subscriber shall be guided to and connected with the Customer Care Centre through the Interactive Voice Response System ("IVRS"). Executives will be available to record the request of the Subscriber in Hindi/English and the local language of the State. Apart from this, we also have decentralized service desks at all Unit/Branch Locations.
  3. May contact Local Cable Operator and make request for subscription of any channel on A-La-Carte basis.
- For additional information and MRP of pay channels please refer to respective broadcaster web sites.

***\*Channel availability will be subject to Headend capacity and technical feasibility in respective locations. For more details please contact your local cable operator.***