

Terms and condition for billing and payment

- (1) Satlinks shall be offering our services on pre-paid/Post-Paid model only.
- (2) Satlinks or its linked local cable operator, as the case may be, shall, in case of pre-paid/Post-Paid payments, acknowledge such payments to the subscriber and ensure that the subscriber management system is updated accordingly
- (3) The billing cycle for pre-paid/Post-Paid payment option shall be thirty days from the date of activation of services
- (4) Satlinks shall, on its website, maintain the records of billing and payment of subscribers, for preceding six months and provide log-in access to the subscribers to their accounts and such records of subscriber shall contain itemised usage details of, —
 - (a) network capacity fee,
 - (b) rental charges for customer premises equipment, if any,
 - (c) charges for pay channels and bouquets of pay channels subscribed by subscriber during the period of billing cycle
 - (d) taxes in conformity with applicable laws
- (5) Satlinks shall temporarily suspend the services of a prepaid subscriber in case of non availability of balance amount in his prepaid account, provided that in case the services of the subscriber remain suspended continuously for a period of three months, such subscriber shall be deactivated from subscriber management system; provided further that upon the recharge of balance amount in subscriber's account, Satlinks may charge an amount not exceeding rupees hundred as re-activation fee from the subscriber for restoration of services if such services have remained suspended continuously for a period exceeding three months.