



SATLINKS

14/234(1), Kallipadam, Industrial Park, Shoranur-679122, Palakkad - Dist., Kerala
Phone - 0466 - 2224800

GST NO. :32AAJFS1150J1ZE
PAN NO. :AAJFS1150J

MANUAL OF PRACTICE

1) Name and Address of the Service Provider

SATLINKS
14/234(1) Industrial Park
Kallipadam, Shoranur
Palakkad-Kerala
Pin-679122

2) Procedures and Policy

A- Connection / Installation:-

- (i) Any person who intend to take a new connection should apply through prescribed application form mentioning the complete details of subscriber(s) like name, address, contact numbers, email id, etc .along with self attested proof of address. The form duly files should be submitted to Satlinks office or their Local Cable Operators (LCO) in duplicate.
- (ii) Any application which is not filled completely will be rejected and they should resubmit with the fully completed application.
- (iii) Subscriber(s) should inform Satlinks for change of any information in the initial application
- (iv) Satlinks is not liable for any nondisclosure for fake information if provided by subscriber(s)

3-Definition of Product

- (i) Set Top Box (STB) :- It means a devise which facilitate the end user to receive unencrypted and descrambled form of signal
- (ii) Viewing card/ Smart Card:- Includes cards that has been branded by Satlinks which should be inserted in the STB to decode the services that the subscriber(s) has sought from Satlinks.



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(iii)Other equipments:- Includes any other equipments or tools installed at the subscriber(s) premises.

(iv)BIS:- All Set Top Boxes are as per Bureau of Indian Standards

4)-Acticvation

Subscriber(s) can utilize the service from Satlinks from the date of activation STB which the subscriber(s) has agree to purchase as per the terms agreed up on.

5)- How to Purchase STB

The STB can be purchased by subscriber(s) / LCO under the following schemes as per TRAI:-

- 1) **Rental**: STB can be bought by the subscriber(s) /LCO under rental scheme. They need to pay the deposit and balance on monthly rental. The ownership of the STB will be with Satlinks
- 2) **Hire Purchase**: STB can be acquired on HP scheme where the subscriber(s) can pay it under installments
- 3) **Absolute Sale**: STB can be sold to the subscriber(s) on absolute sales scheme. The ownership of the property will be with the subscriber(s). Subscriber(s) need to pay the full amount of the STB
- 4) Standard scheme as per Satlink

6) Installation / Access / Service

After the completion and submission of CAF(Customer Application Form) by the LCO/Subscriber(s) Satlinks will proceed with the installation process. Details of STB like serial numbers will be attached with the CAF form.

- (i) **Service**: Subject to the terms and conditions of CAF Satlinks will provide the subscriber(s) with in the Satlinks coverage area SPE's to be connected and installed. It will provide any value added services as may be authorized directly at the subscriber(s) premises through STB.
- (ii) **Installation**:Satlinks will schedule installation and access as per the availability of the subscriber(s) or premises. Same way at the time of disconnection or termination subscriber(s)shall be obliged to provide Satlinks with access to their premises to recover all Satlinks equipments.



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- (iii) General or exclusive right to use Satlinks equipments shall be deemed to have been granted to the subscriber(s) by the virtue of CAF unless it is outright purchase Viewing Card will also remain the property of Satlinks.

7) Breach of Trust

In case of any breach of trust of the coordination laid in manual of practice, Satlinks has the right to disconnect the signals and has the right to remove its equipments.

8) Taxes and Government duties

Subscriber(s) will be informed about the taxes and duties to be paid by them. It is the responsibility of the subscriber(s) to pay Service tax/ Sales tax/Entertainment tax or any other taxes as applicable. Changes of rates in taxes will be informed and subscriber(s) need to follow the revised rates.

9) Viewing Card

Service and license to use the Viewing Card shall be for the personal Viewing of subscriber(s) and for his family. It shall not be misused for any public viewing or exploits same for personal gain. Subscriber(s) are liable for any damages what forever. Subscriber(s) acknowledges that viewing card has been merely license to them by Satlinks to avail the channels for one television only and at all time the exclusive property of Satlinks. Subscriber(s) under take not use the viewing card with any other STB or device and shall ensure safety and security of the hardware under all circumstances.

10) Unauthorized transmission

Subscriber(s) should duly accept that any unauthorized relay or re submission of the signal will constitute in fringement of copy right of the content of providers/owners/licensor there of and will in addition to the termination of services will attract Civil/Criminal liability under the Court of law

- 11) The subscriber(s) undertakes that he shall neither by himself nor allow any other person to modify, misuse or tamper with the hardware in any manner whatsoever or to add or remove any seal, brand, logo, information etc. which effects or may affect the integrity/functionality/identity of the hardware or otherwise remove or replace any part thereof; nor shall use before or after the STB any decoding, receiving, recording device other than one television set.



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- 12) The subscriber(s) undertakes not to do or allow any act or thing to be done as a result the right of the SATLINKS/LCOs/Distributor/its Affiliates in relation to the service and/or Hardware or of the channel providers/distributors/in relation to any channel, may become restricted, extinguished or otherwise prejudiced thereby or they or any of them may be held or alleged to be in breach of their obligation under any agreement to which they are party or otherwise are so bound

13) Complaints:

Subscriber(s) complaint will be attended by SATLINKS/LCO with in the stipulated time of 8 hours on the receipt of complaint. No complaint will be registered if the STB has been tampered

14) Refunds:

Security deposit of the subscriber(s) as applicable will be refunded within a week time upon the receipt of STB provided the condition of the STB is absolutely fine. STB tampered will not be entertained.

15) Pay channel subscription

Pay channels can be subscribed in package (bouquet) All a carte bills will be raised monthly

- 16) Channels can be unsubscribed provided the minimum subscription period of 3(three) months has been adhered to. unsubscription requests should be submitted 15 days advance from the next billing cycle in writing

17) Payment of bills

Prepaid bills system will be adopted as per the policy of the firm. Here the customer should make advance payment every month. Monthly bills will be raised and the payment will be deducted from their prepaid balance .

18) Default interest

Subscriber(s) failing to make the payment within due date as per the policy of satlinks, shall be liable to pay interest at 12% or any higher interest permitted by TRAI



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19) Disconnection request

In case subscriber(s) want to disconnect the service, the subscriber(s) should give 15(fifteen) days prior notice to Satlinks/LCO

20) Interruption of service

If at any time during the continuance of service if there is any interruption either whole or in part due to natural calamities, war like situations, local area commotion or due to any technical reason like system failure or any other problem beyond the control of Satlinks/LCO's will not have any claim for loss or damages against Satlinks/LCO's

- 21) The LCO's or Satlinks/its affiliates will make reasonable efforts to render uninterrupted service to the subscriber(s) and make no representation and warranty other than those set forth in the terms and hereby expressly disclaim all other warranties express or implied, including but not limited to any implied warranty or merchantability or fitness for a particular purpose
- 22) LCO's, Distributor and Satlinks/its affiliates and the employees thereof shall be not liable to the subscriber(s) or to any other person for all or any indirect, special, incidental or consequential damage arising out of or in connection with the provision of the service or inability to provide the same whether or not due to suspension, interruption or termination of service or for any inconvenience ,disappointment due to deprival of any programme or information whether attributable to any negligent act or omission or otherwise, provided however the maximum liability of LCO's or distributor or Satlinks/its affiliates for any actual or alleged breach shall not exceed the subscription(s) paid in advance to LCO's for such duration of service, for which the subscriber(s) has paid in advance but was deprived due to such breach
- 23) The subscriber(s) will indemnify and hold harmless the LCO's ,Satlinks and its affiliates from all loss, claims, demands, suits, proceedings, damages, costs, expenses, liabilities(including without limitation, reasonable legal fees) or causes of for use and misuse of the service or for non- observance of the terms by the subscriber(s)
- 24) All disputes with respect to the terms between the subscriber(s) and the LCOs shall be subject to jurisdiction of courts where the LCOs provides service.
 - A). The quality of service and consumers complain redressal procedures prescribed under the regulations issued by Authority, are applicable, Detailed information is available on the authorized site of Telecom Regulatory Authority of India viz.: www.trai.gov.in



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B).The subscriber(s) hereby agrees and confirms that:

- (i) He/she has been clearly explained the prices of bouquets, a-la-carte rates of channels, features of service, mode of payment of bills, time period for payment by Satlinks employees or LCOs
- (ii) He/she has read the Manual Of Practice, Consumer charter and/or other related documents carefully and has understood the term and conditions of services: and
- (iii) He/she has been handed over the Manual Of Practice, Consumer charter and/or other related documents at the time of subscription of our services by Satlinks employees or its LCO

25) Subscriber(s) hereby confirm that he has true knowledge of the rates of all types of packages provided by the Satlinks and further they shall follow and adhere to any changes in the package rates implement by Satlinks.

26) Satlinks will have the right to disclose all necessary information about the subscriber(s) to the staffs, officials, auditors, sister concern or any Government official under any unavoidable circumstances and for the purpose of the business.

27) The subscriber(s) hereby agrees and confirms to comply at all times rules, regulations, directions, orders made or issued by any of the statutory authority including market Telecom Regulatory Authority of India and / or any other regulatory body, government agency having jurisdiction over the affairs of Satlinks or its LCO

28) Subscriber(s) obligations-Sum up

- 1.To make timely payment of bills
2. To use STB only prescribed to them by Satlinks/LCO
- 3.To ensure proper care of STB and inform Satlinks /LCO in case of loss or damage
- 4.To keep STB in good condition and to repair by only authorized representative of Satlinks
- 5.Not to redistribute signals to neighbors or any other persons



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- 6.To return the STB in good condition in case of disconnection or termination of service
- 7.Not to indulge in piracy and activities which as the effect of or which shall result with infringement and violation of trademark and copyright of Satlinks, broadcaster transmitters or any other persons associated with such transmission.
- 8.responsible for paying all types of taxes
- 9.Not to remove or shift STB to any other premises or transfer to any third party
- 10.Not to receive signals from any other service provider
- 11.To intimate Satlinks in writing for termination or disconnection of services

29) Customer care number, Name of Nodal Officer and contact number

Nodal Officer : Anil Kumar. R.B

Mobile :-+91 9447722928

Phone :0466-2224800

Website: www.satlinks.co.in

Toll Free 1800 425 0928