

TELECOM REGULATORY AUTHORITY OF INDIA

August 23, 2006

Press Release No. 78 / 2006

Subject: Quality of Service Regulations for Cable Television Services in CAS Areas.

A Division Bench of the Hon'ble High Court of Delhi had on 20th July 2006, directed implementation of CAS in the three metros of Mumbai, Kolkata and Delhi by 31st December 2006. One of the areas identified in the implementation of CAS was prescription of quality of service standards by TRAI.

2. TRAI had put a draft of the Quality of Service regulation on its website on 23-6-2006. On the basis of detailed examination and analysis of the inputs received during the process of consultation, TRAI has issued, today, the detailed regulations prescribing standards of quality of service to be observed by the cable operators and multi system operators in providing cable Television Services in CAS notified areas of Mumbai, Kolkata, Delhi and Chennai. These regulations would come into effect from 1st October 2006 in CAS notified Areas of all the four metros. The regulations have been drawn keeping in view the facts that the industry would be subject to prescription of quality of service standards for the first time and, therefore, would need time to adjust as well as the concerns of the subscribers of TV channels on various quality of service aspects.

3. The issues addressed in the regulations broadly cover the following major areas:

- (i) Connection, disconnection, transfer and shifting of cable services
- (ii) Complaint handling and redressal in respect of cable services
- (iii) Billing Procedure and billing related complaints
- (iv) STB related issues and complaints thereof
- (v) Positioning of channels/Taking the channel off air

4. A snapshot of the major features of these regulations categorized under the above-mentioned broad areas are indicated below:

❖ Application for connection/disconnection/transfer/shifting

- Details to be included in Application Form
- Application for pay channel or request for basic service tier to be responded within 5 working days
- Cable Service connection/reconnection to be provided within 2 working days on completion of all formalities by the subscribers

❖ Complaint handling and redressal

- Multi System Operator/Cable Operator to maintain customer service center/help desk center for 24 hours, 7 days a week including facility for automatic recording of complaints.
- All complaints received in the day to be attended/responded within 8 hours.

❖ Billing related issues

- Billing to be done normally on monthly basis and entries to be itemized.
- Subscribers required to ensure prompt payment of bills. Deterrents to discourage delayed payments
- Redressal of complaints on billing within 7 days from the date of notice.

❖ Set Top Box (STB) related issues

- MSO/Cable Operator to repair or replace within 24 hours of receipt of complaint of malfunctioning of set top box and refund of security deposit within 7 days of return of set top box
- Rebate for delay in activation/reactivation of set top box beyond 2 working days @ Rs. 15 per day for the first 5 days and @ Rs. 10/- per day for the subsequent period

❖ Positioning of channels/Taking the channel off air

- No channel to be taken off the air, except for circumstances beyond the control of the operator, without prior notice of 3 weeks.

5. A full text of the regulation along with the Explanatory Memorandum is available on TRAI's website www.trai.gov.in