

Distributor's Details



PACKAGE AUTHORIZATION FORM

TO BE FILLED WITH BLACK/BLUE BALL PEN IN CAPITAL LETTERS ONLY

LCO's Details

FOR OFFICE USE ONLY

Subscriber Information (Please fill in capital letters) form with fields for Name, Address, Mobile No., Office Telephone, and Set Top Box Details.

2. PACKAGES/CHANNELS NEED TO BE SUBSCRIBED FOR MINIMUM 3 MONTHS

Subscription to commence from (Please select option) form with checkboxes for 'Immediate' and 'Request for cancellation of subscription should reach CCN DEN by the 25th of the previous month.'

Table with 7 columns: S. NO., CHANNELS, CCN DEN BASIC, CCN DEN PEARL, CCN DEN DIAMOND, CCN DEN PEARL HD, CCN DEN DIAMOND HD. Includes Hindi Entertainment, English Entertainment, and Regional Entertainment sections.

Table with 7 columns: S. NO., CHANNELS, CCN DEN BASIC, CCN DEN PEARL, CCN DEN DIAMOND, CCN DEN PEARL HD, CCN DEN DIAMOND HD. Includes Hindi Movies, English Movies, and Regional Movies sections.

Table with 7 columns: S. NO., CHANNELS, CCN DEN BASIC, CCN DEN PEARL, CCN DEN DIAMOND, CCN DEN PEARL HD, CCN DEN DIAMOND HD. Includes Hindi Music, English Music, and Regional Music sections.

Table with 7 columns: S. NO., CHANNELS, CCN DEN BASIC, CCN DEN PEARL, CCN DEN DIAMOND, CCN DEN PEARL HD, CCN DEN DIAMOND HD. Includes Hindi News, English News, and Regional News sections.

Table with 7 columns: S. NO., CHANNELS, CCN DEN BASIC, CCN DEN PEARL, CCN DEN DIAMOND, CCN DEN PEARL HD, CCN DEN DIAMOND HD. Includes Hindi Religious, English Religious, and Regional Religious sections.

Table with 7 columns: S. NO., CHANNELS, CCN DEN BASIC, CCN DEN PEARL, CCN DEN DIAMOND, CCN DEN PEARL HD, CCN DEN DIAMOND HD. Includes Hindi Knowledge and Info, English Knowledge and Info, and Regional Knowledge and Info sections.

Table with 7 columns: S. NO., CHANNELS, CCN DEN BASIC, CCN DEN PEARL, CCN DEN DIAMOND, CCN DEN PEARL HD, CCN DEN DIAMOND HD. Includes Hindi Sports, English Sports, and Regional Sports sections.

For Multiple TV Connection(s) form with fields for Payment Details, Cheque # / DD No., Bank & Branch, Date, Sub. Signature, and Amount Rs.

4. Subscriber Declaration: I have read and understood the terms and conditions contained in this form and acknowledge the tariff plan selected by me. I agree to make the payment to my Cable network within 7 days of receipt of the bill falling which I will pay interest @ 18% per annum as per tariff orders of TRAI.

Notes: 1. The package price is set top box per month. All applicable taxes extra. 2. Add-On packs can only be subscribed in addition to CCN DEN Pearl. CCN DEN Diamond. 3. Billing to start from the date of activation of set top box. 4. Minimum monthly subscription for pay package and Add-On packs cannot be less than Rs 150 (excluding taxes). 5. Channels offered are subject to change from time to time. 6. Minimum subscription period is three (3) months. 7. Terms & conditions specified in Package Authorization Form (PAF) & Subscriber Hardware Form/Customer Activation Form (CAF) are applicable herewith. 8. FTA - Free to Air Channels. 9. Separate set top box required for each TV set. 10. Discounted Plans available on maximum of 2 additional TV sets. If services to the 1st set top box are disconnected/suspended, services to the additional set top boxes will also be disconnected/suspended. 11. All channels may not be available at all locations.

TERMS & CONDITIONS

(i) The service shall be deemed to have commenced with effect from the date of activation of the CCN DEN STB(s)/VC(s). (ii) The Subscriber shall ensure that CCN DEN's authorized personnel are granted safe and ready access, at all reasonable hours, to the Installation Address for installation purpose. (iii) The Subscriber shall ensure that the information stated in the Subscriber Hardware Registration Form shall continue to be complete and accurate in all material respects during the entire period of provision of service by CCN DEN and the Subscriber shall notify CCN DEN immediately of any change thereto. (iv) The Subscriber shall ensure that the CCN DEN STB(s)/VC(s) is/are used as per the instructions stated in CCN DEN STB/VC manual. (v) The Subscriber undertakes that he/she shall neither by himself nor allow any other person to modify, misuse or tamper with the CCN DEN STB(s)/VC(s) or to add or remove any seal, brand, logo, information, etc., which affects or may affect the integrity/functionality/identity of the CCN DEN STB(s)/VC(s) or otherwise remove or replace any part thereof; nor shall use before or after the CCN DEN STB(s)/VC(s) any decoding, receiving, recording device other than one television set. (vi) If the service to the Subscriber have been discontinued on his request, no charge other than the charges for CCN DEN STB(s), as applicable, shall be payable by the Subscriber. (vii) On a request being made for discontinuation of service by the Subscriber, CCN DEN shall suspend the service to the subscriber, provided that CCN DEN may not discontinue the service if requested period of discontinuation is for a period lesser than a calendar month. Additionally, CCN DEN shall suspend the service to the subscriber, at his request, if such request for suspension is for a period of a calendar month or multiple of calendar months but not exceeding 3 calendar months. (viii) No charge for the service, other than the rent for STB, if applicable, shall be levied on the Subscriber for the period during which the services were discontinued at the request of the Subscriber. (ix) Disconnection of the service by the Subscriber can be only upon the Subscriber providing CCN DEN with 15 days prior written notice in such regard. (x) The subscriber can opt for any of the schemes as per terms stated in the tariff package framed by the CCN DEN from time to time. (xi) Changes in the rates of taxes & Govt duties will be informed to subscribers and passed on. (xii) Any delayed payment shall be charged with interest @ 18% per annum or on prevailing market interest whichever is higher. (xiii) If subscriber migrates from existing CCN DEN Network to any other network, then migration not allowed. (xiv) In case of any complaint, LCO/MSO will respond to the complaint within 8 hours of receipt of complaint. However this will not apply if the STB has been found tampered with. (xv) A copy of CCN DEN's 'Manual of Practice' shall be provided by CCN DEN to the Subscriber at the time of his subscription for service. Such 'Manual of Practice' will contain, inter alia, procedures and time limits for redressal of complaints, name, designation of the 'Nodal Officer' and email, contact telephone number, facsimile number and address of the 'Nodal Officer', procedure and benchmark for redressal of complaints through complaint centre and procedure to approach 'Nodal Officer'. (xvi) CCN DEN shall provide the Subscriber with the bill for charges due and payable by the Subscriber for availing services each month for which such charges become payable by the Subscriber. (xvii) In case of post-paid bills, the Subscriber shall be billed, on monthly basis. (xviii) In case of pre-paid bills, CCN DEN shall, upon request from the Subscriber, provide the subscriber, at a cost of Rs. 100/- per month usage, the information relating to the itemized usage charges showing actual usage of service, provided that it will not be mandatory for CCN DEN to provide to the Subscriber the information referred to in this provision for any period beyond 6 months preceding the month in which the request is made by the Subscriber. (xix) CCN DEN reserves the right to suspend or deactivate the service after following the due process of law if: (a) The Subscriber is in breach of the provisions of these Terms and Conditions; and/or (b) The Subscriber has provided wrong information in the Subscriber Hardware Registration Form; and/or (c) The Subscriber fails to pay the bills within the applicable timelines; and/or (d) The Subscriber is declared bankrupt or insolvent; and/or (e) CCN DEN is directed/requested by Government or competent authorities; and/or (f) Applicable laws mandate CCN DEN to take such action; and/or (g) Any acts of piracy, fraud or misuse of the service by the Subscriber is identified; and/or (h) An force majeure event (i.e., an event on which CCN DEN does not have any control) occurs; and/or (i) The Subscriber represents, warrants and undertakes to CCN DEN that: (a) The Subscriber is competent under law to execute the Subscriber Hardware Registration Form. (b) The service shall be used solely for self-use in the Installation Address. The Subscriber shall not use the service for any commercial benefit, including but not limited to relaying, re-transmission or redistributing the services to third party or commercial customers (c) The Subscriber acknowledges that CCN DEN STB taken on rent shall remain exclusive property of CCN DEN and shall be owned by CCN DEN and the Subscriber undertakes to protect and guard such CCN DEN STB. (d) For any kind of damage to the CCN DEN STB taken on rent, the Subscriber shall pay the damaged cost incurred by CCN DEN for repairing the same. (ii) The subscriber shall fully comply with all applicable laws. (iii) The subscriber shall neither by himself nor allow any other person to modify, misuse or tamper with the Hardware or to add or remove any seal, brand, logo, information etc., which affects or may affect the integrity/functionality/identity of the Hardware or to 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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(v) The Subscriber undertakes that he/she shall neither by himself nor allow any other person to modify, misuse or tamper with the CCN DEN STB(s)/VC(s) or to add or remove any seal, brand, logo, information, etc., which affects or may affect the integrity/functionality/identity of the CCN DEN STB(s)/VC(s) or otherwise remove or replace any part thereof; nor shall use before or after the CCN DEN STB(s)/VC(s) any decoding, receiving, recording device other than one television set. (vi) If the service to the Subscriber have been discontinued on his request, no charge other than the charges for CCN DEN STB(s), as applicable, shall be payable by the Subscriber. (vii) On a request being made for discontinuation of service by the Subscriber, CCN DEN shall suspend the service to the subscriber, provided that CCN DEN may not discontinue the service if requested period of discontinuation is for a period lesser than a calendar month. Additionally, CCN DEN shall suspend the service to the subscriber, at his request, if such request for suspension is for a period of a calendar month or multiple of calendar months but not exceeding 3 calendar months. (viii) No charge for the service, other than the rent for STB, if applicable, shall be levied on the Subscriber for the period during which the services were discontinued at the request of the Subscriber. (ix) Disconnection of the service by the Subscriber can be only upon the Subscriber providing CCN DEN with 15 days prior written notice in such regard. (x) The subscriber can opt for any of the schemes as per terms stated in the tariff package framed by the CCN DEN from time to time. (xi) Changes in the rates of taxes & Govt duties will be informed to subscribers and passed on. (xii) Any delayed payment shall be charged with interest @ 18% per annum or on prevailing market interest whichever is higher. 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(xvii) In case of post-paid bills, the Subscriber shall be billed, on monthly basis. (xviii) In case of pre-paid bills, CCN DEN shall, upon request from the Subscriber, provide the subscriber, at a cost of Rs. 100/- per month usage, the information relating to the itemized usage charges showing actual usage of service, provided that it will not be mandatory for CCN DEN to provide to the Subscriber the information referred to in this provision for any period beyond 6 months preceding the month in which the request is made by the Subscriber. 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