# Telecom Regulatory Authority of India

# FAQs on

# Broadcasting and Cable TV Services

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# Foreword

Protecting Consumers interests of the Broadcasting and Cable TV Sector is one of the primary tasks of the Telecom Regulatory Authority of India (TRAI). To fulfil its mandate TRAI has, from time to time issued Regulations, Directions and Orders on consumer protection, complaint redressal systems, Quality of Service (QoS), tariffs and billing.

TRAI's endeavour is to facilitate the availability of affordable Broadcasting and Cable TV services while ensuring that the quality that is provided by the service providers to the consumers is satisfactory. TRAI recognises that consumers and consumer organisations must be empowered with knowledge and awareness of the comprehensive regulatory measures laid down by it for Broadcasting and Cable TV services, so that consumer's rights are effectively safeguarded.

It is with this intention this handbook titled *FAQs on Broadcasting and Cable TV Services* has been brought out in a simple and consumer friendly language to enable easy understanding by all. It provides the consumer with a gist of the relevant regulations and orders pertaining to Broadcasting and Cable TV services. Salient aspects that are covered in this handbook include procedures for connection, disconnection, transfer, shifting, complaint registration and billing.

The full text of Regulations/ Directions and Orders referred to are also available on TRAI's website at www.trai.gov.in.

(Dr. Vijayalakshmy K. Gupta)
Chairperson (Incharge)

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# A. Broadcasting Services in India

## 1. What is broadcasting?

Broadcasting means distribution of audio and video signals to a widely dispersed audience. Broadcasting as a mass communication media is a powerful tool to inform and educate the masses in a vast country like India. Broadcasting services are broadly classified into two categories: Radio broadcasting and Television broadcasting.

### Evolution of Radio services in India

**1927**
- Radio broadcasting commenced in India.

**1936**
- Radio Broadcast was taken over by the Government and All India Radio (AIR) was established.

**2000**
- Untill 2000, AIR was the sole radio broadcaster transmitting programs in AM and FM frequencies.
- In 2000, FM broadcasting was opened up to private players.

**Present (2015)**
- At present, 243 private FM channels across 86 major cities provide radio broadcasting services in addition to the 22 FM channels of AIR.
- Also, AIR has 414 radio stations that cover almost 92% of the country by area and more than 99.19% of the country's population.

### Evolution of Television services in India

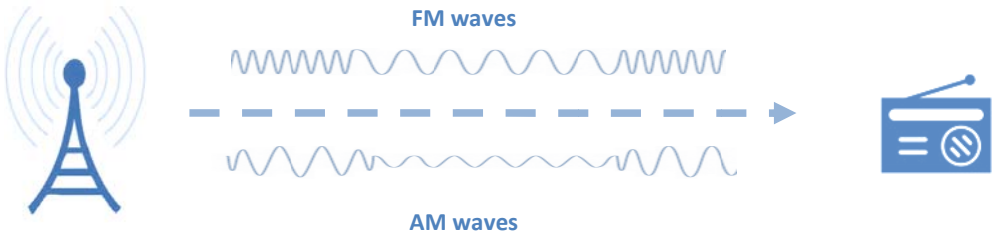
**1959**
- TV broadcasting in India commenced with Doordarshan as the sole service provider.
- Initially, the service was provided through terrestrial transmission that was available only in select cities.
- Reception of TV signals was limited to areas close to the transmitting stations.

**1983**
- Cable TV services commenced in India and soon gained widespread popularity.
- Major broadcasters, including private ones, started using satellites to relay TV signals which increased the reach of television to remote and far off locations in the country.

**Present (2015)**
- Today TV signals are provided to consumers on a variety of platforms that include Direct-to-Home (DTH), Internet Protocol TV (IPTV) and Headend-in-the-sky (HITS), in addition to Cable TV.

## 2. What are the different modes of radio waves transmission?

Radio broadcasting at present takes place on either AM broadcast frequencies or FM broadcast frequencies. Digital radio broadcasting is at an experimental stage in India.




Different modes of Radio waves transmission

## 3. What is the business model of radio broadcasting services?

Radio Broadcasting is free-to-air service. A consumer can simply procure radio receiver equipment and tune into the various radio channels available in a particular region. No application is required to be made to avail these services.

The business model of radio broadcasting service is based on advertisement revenue. Radio broadcasters are permitted to air commercials during their program. There are a large number of radio broadcasters in India and they are operating in an open competition environment.

All types of radio broadcasting services in India are free for the consumers.

## 4. What are the various AM and FM Radio Services available?

All India Radio (AIR) is the sole public radio broadcaster in India. At present, AIR operates 18 FM channels, called AIR FM Rainbow, targeting the urban audience in a refreshing style of presentation. Four more FM channels called AIR FM Gold, broadcast composite news and entertainment programmes from Delhi, Kolkata, Chennai and Mumbai. National and primary/regional channels are transmitted in AM mode (short and medium wave transmission). Also, radio channels are available on DD+ (Free dish) DTH platform. AIR is switching from analog to digital in a phased manner (DRM) with the target of complete digitization by 2017.

Radio services was opened to private players in year 2000 when the Government auctioned 108 frequencies in the FM spectrum (VHF 87 –108 MHz) in 40 cities. This was called as Phase-I of FM Radio. At present, 243 FM Channels are operational in 86 cities (21 private FM channels were set up during Phase-I and an additional 222 channels were set up during Phase-II). To expand the reach of FM Radio broadcasting in the country, the Government has embarked upon Phase III to enable setting up of private FM Radio channels in all cities with a population of more than 1 lakh. Some of the prominent private FM stations are Big FM, Fever, Hit FM, Radio City, Radio Mirchi, Radio One and Red FM.

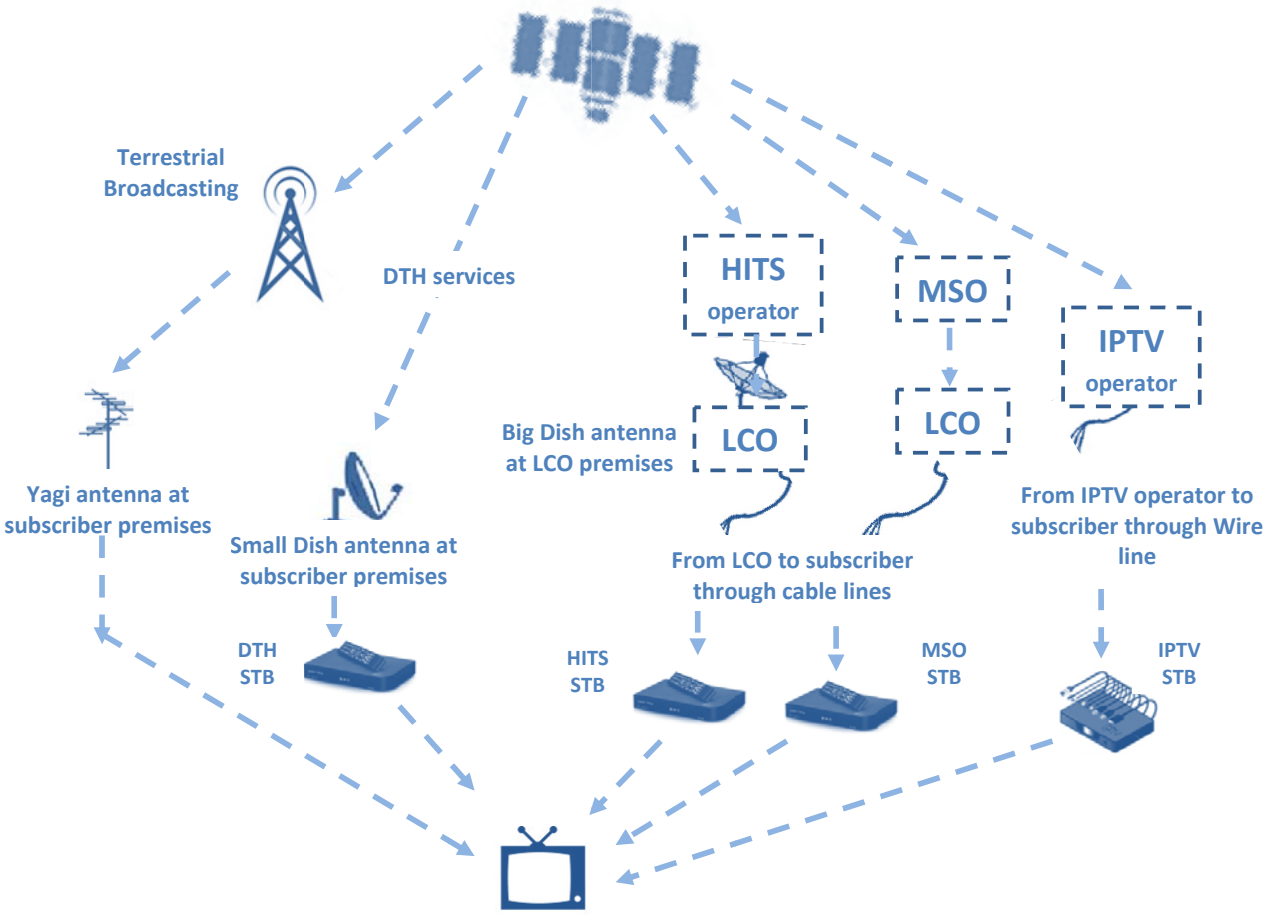
## 5. What are Community Radio Stations (CRS)?

To encourage radio broadcasting for the specific sections of society the Government has allowed setting up of Community Radio Stations (CRS).

CRS typically broadcast on low power transmitters to the local community in its vicinity. They address the specific information needs of far flung and difficult areas like tribal population, hilly & remote areas and population having similar interests like university campuses. Today, there are more than 180 operational CRS.

## 6. What are the different kinds of Television broadcasting services?

Several kinds of TV broadcasting service providers are operating in India. These include terrestrial broadcasting services by Doordarshan; subscription based cable TV – digital and analog; satellite based DTH service; IPTV; and cable/ satellite based HITS service. While DTH has pan India foot print, all other TV services largely have localised presence.




Various Platforms of Television Broadcasting

### 7. What is a terrestrial TV broadcasting service?

Terrestrial television is the traditional method of television broadcast where the broadcaster sends the TV signal from ground based transmission towers. TV signals are received by using a Yagi antenna usually installed on the rooftop. Terrestrial TV service is a free-to-view service provided by the public broadcaster 'Doordarshan'. At present two channels are available nationally on this platform.

### 8. What is cable TV service?

Cable TV is the most common platform for receiving TV broadcast. The signal is provided by a local cable operator (LCO) to the consumer through a cable laid up to the TV set. In case the cable operator is providing services through a digital addressable system (DAS), a set-top-box (STB) is required in addition to the cable.

### 9. What are the types of cable TV service?

Cable TV broadcast can be:

**(i)** **Analog or Non-addressable Cable TV**: In an analog Cable TV system, signal is provided in analog form by the cable operator directly to the consumer's TV without STB. This is also known as Non-CAS (Non-Conditional Access System). In Non-CAS due to the transmission capacity constraint of cables a consumer can receive about 70-100 channels only. Also, a consumer cannot exercise any choice in the channels he receives, i.e. a consumer cannot get a specific channel that he may want nor refuse to take any channel that the LCO offers on the cable. The quality of signal is inconsistent and depends on the quality of the cable network and varies from channel to channel.

**(ii)** **Digital Addressable Cable TV Systems (DAS):** Cable TV signal provided through Digital Addressable Systems (DAS) requires an STB for the reception of TV programs for both pay channels and free-to-air channels. All the channels are broadcast in an encrypted form which is decrypted by the STB before it can be watched on a TV set. Generally, the STB is provided by the cable TV operator while providing a cable TV connection. Since encryption and type of the signal feed is different on different networks, only a STB compatible with a particular cable operator's network can be used. The STB of a specific cable operator may not operate on another operator's network. The DAS has several advantages over analog systems. These include:

- Large number of channels generally more than 250 for the consumer to choose from and subscribe to.
- High quality signal available with better picture quality & sound.
- Option to consumer to subscribe only those channels that one wishes to watch.
- Value added services like home shopping, movies-on-demand and educational programmes of high quality available.
- Broadband connection can also be provided by the cable operator on the same cable.

- DAS is not susceptible to service disruption during rainfall.

### 10. Will Analog and Digital TV coexist in India?

Analog Cable TV is being phased out of India and replaced by digital TV signal provided through the Digital Addressable System (DAS) in four phases. Under Phases 1 & 2 the metros and other large cities have already been covered. Only digital and encrypted TV signals are now available in these cities. All tier 3 cities/ towns (urban areas) will be digitalised by 31 December 2015.

***The Government has announced the deadline of 31 December 2016 to completely digitalise Cable TV broadcasting in India and switch-off analog TV signals***.

### 11. What is Direct-to-home (DTH) TV Service?

DTH is a digital satellite service that provides TV signals directly to subscribers anywhere in the country. DTH TV signals are received by the subscribers directly from the satellite by using a small outdoor dish antenna that is mounted to point towards the satellite.

A subscriber has to purchase Customer Premises Equipment (CPE) from a private DTH TV operator to receive the DTH service. CPE consists of a small dish antenna, a set top box and connecting cables.

'DD Free Dish' is a free-to-view DTH service provided by the public Broadcaster Doordarshan. In addition to this free DTH service, a number of private operators have entered the market offering paid DTH services.

### 12. What are the advantages of DTH service?

The main advantage of DTH services is the ease with which a connection can be obtained in practically any location howsoever remote. Since the signal from the satellite is directly received at the consumer's premises, without a cable being drawn from the cable operator's location, all it requires to receive TV broadcast is setting up of the CPE. In addition, some of the benefits of digital cable TV, such as good quality programming; on-demand channels; choice of channels; etc are also available on DTH. The DTH service signals may break during rains or even cloudy atmosphere.

### 13. What is Headend-in-the Sky (HITS) Cable TV service?

HITS service is a mix of satellite and cable TV. The HITS operator uplinks the TV broadcast to a satellite, which is down-linked by a LCO and distributed to individual consumer's premises through a cable network. The HITS operators thus, supply the signal through a cable TV network to customers.

### 14. What are the advantages of HITS service?

The HITS digital broadcasting is relatively cost-effective and does not require heavy investment from the cable operator nor does it require all the consumers to have dish antennae placed at their premises. HITS, unlike DTH, is not vulnerable to rain and there is no deterioration of signal during rainy season. HITS technology offers a fast and convenient system of distribution of broadcasting signals using the existing LCOs' networks thereby increasing the reach of digital TV broadcasting.

### 15. What is Internet Protocol TV (IPTV) service?

IPTV signals are delivered to the consumers through the wire line that may also provide them with broadband internet access. It is a digital broadcast and it is in an addressable mode using Internet Protocol (IP). The existing Regulatory framework for addressable systems applies to IPTV services as well.

### 16. What are the advantages of IPTV service?

IPTV is fully interactive because of availability of two way communication capability between the consumer and service provider. Therefore, it can provide a wide variety of services to the consumers. Some of the features of IPTV are:

(i) Video on Demand (VOD) - The subscribers can browse a catalogue of videos, not related to TV programming.

(ii) Time shifted television - The subscribers can view TV programs at their convenience using time shifted TV feature.

(iii) High picture quality - Picture quality of IPTV is also very good due to use of digital transmission.

(iv) Live television - With or without interactivity related to the current TV show.

(v) "*Triple play service*": i.e. voice, video and data on the same bundled connection. A subscriber will get television signals, broadband internet and telephone connectivity through the same connection.

The website and contact details of subscription based TV service providers are available at Annex 1 for reference.

# B. Obtaining TV Services

### 1. How to select a TV broadcast service?

For selecting a TV broadcast service, compare the different TV broadcast platforms available; identify the different service providers operating in a particular area; in addition to TV services, identify if any value added services are needed and available; finally check the tariff packages offered by different operators.

Details of the various TV services are provided in this handbook. Information about the area covered by a service provider is usually available on the websites of the individual service providers. The contact details of the major TV service providers are at Annex 1.

### 2. How to obtain a connection after selecting the TV platform?

After selecting the TV platform:

(i) Contact the service provider or his local representative to obtain the subscription;

(ii) Fill up the Consumer Application Form (CAF). This will *inter alia* include the options in DAS areas for procuring the STB and the channels or bouquet of channels that he wants to subscribe to. A copy of the CAF must be retained for the subscribers own records.

(iii) Obtain a copy a copy of '*Manual of Practice*' (MOP) from the service provider. MOP includes details of the different schemes offered, toll free number of call centre and the complaint redressal mechanism. The service providers have to provide a copy of his MOP to each subscriber.

### 3. What are TRAI's regulation regarding obtaining a connection for Analog Cable TV (Non-CAS) Service?

TRAI's regulation regarding obtaining a connection for Analog Cable TV (Non-CAS) Service:

- The cable operator must provide the connection ***within 7 days*** from receipt of request from a subscriber, subject to the technical and operational feasibility.
- The cable operator shall not disconnect the cable services without giving a prior notice of ***at least 15 days*** to the subscriber. The notice must include the reason for disconnection.
- The cable operator must have a power backup for atleast six hours a day in order to minimise the interruption in services in case of power failure.

### 4. Has TRAI laid down any procedures regarding closure of a Non-CAS subscription?

No specific regulations have been laid down, but for orderly conduct of business a subscriber should inform the cable operator 15 days before closing an account.

## 5. What are TRAI's regulations for obtaining Digital Cable TV (DAS) Service?

TRAI's has laid down detailed regulation regarding obtaining a connection for Digital Cable TV (DAS) Service, these include:

- Fill in the CAF. Choose channels/ services to subscribe to. The chosen bouquets/ channels/ services must be mentioned in the CAF.
- A copy of the CAF must be retained by the consumer for his own records.
- The cable operator must provide the connection within 2 days from receipt of request, subject to the technical and operational feasibility.
- There are several options for a subscriber to obtain a STB. He may - purchase it; or hire it from the Cable operator; or procure it on hire-purchase. The Cable operator may also offer other schemes for supply of the STB.
- Any STB supplied to a subscriber will be covered by a warranty for a minimum period of one year.
- The cable operator shall not levy any repair or maintenance charge for STBs acquired under a hire purchase scheme or on rent.
- The cable operator shall not disconnect the cable services without giving a prior notice of ***at least 15 days*** with the reason for such disconnection.

## 6. Has TRAI laid down any procedures regarding closure of a DAS subscription?

It is important to inform the service provider regarding closure of a subscription and, if necessary, return the STB. In case of STBs acquired under the standard tariff package, prescribed by TRAI (the details of these packages are at Annex 2) the following stipulations of TRAI shall apply:

- TRAI has formulated 4 Standard Package options regarding the rental amounts that a cable TV subscriber may pay, including for obtaining a STB. Each of these options includes a detailed table of the amounts that would be refundable (see Annex 2), if the subscriber returns the STB before the conclusion of 3 years. Therefore, if a subscriber has obtained the STB in accordance with any of the standard package options, then on closure of subscription and return of the STB the relevant amount shall be paid back by the cable operator.
- After the expiry of three years from the date of installation of STB, the entire security deposit, if any paid, shall be refunded to the subscriber without any deductions.

## 7. What are TRAI's regulations for obtaining DTH Service?

TRAI's regulation regarding obtaining a connection for DTH Service:

- For DTH connection, a subscriber must fill up the CAF and indicate his choice of channels/ services in the CAF to commence the service.
- A copy of the CAF must be retained for record by the subscriber.
- The DTH operator has to provide the requested connection subject to technical and operational feasibility.

## 8. Who owns the Customer Premises Equipment provided by a DTH Operator?

The DTH operator must offer STB, dish antenna and related accessories, commonly referred to as Customer Premises Equipment (CPE), on purchase, hire-purchase or on rent. In addition, the DTH operator may offer other schemes for providing CPE. The consumer thus has several options to choose from the schemes offered by the DTH operator.

Ownership depends on the option chosen by the subscriber. It may be noted that a minimum warranty of 1 year must be provided on CPE, if purchased outright. Further, The DTH operator shall not charge any repair or maintenance charge for CPE acquired under a hire purchase or on a rental scheme.

## 9. Has TRAI laid down any procedures regarding closure of a DTH subscription?

TRAI has laid down regulations for return of CPE to the service provider on closure of a connection. This is to ensure that a subscriber can easily migrate to any other service provider by procuring another CPE from the new service provider. TRAI's Regulations provide for an element of refund on the return of CPE to minimise the acquisition cost of the new CPE. As per TRAI regulations:

- The DTH operator has to give an option to every subscriber to return the CPE in all schemes.
- Subscriber must ensure that CPE is not tampered with and it is in working condition at the time of return.
- On discontinuing the service and returning the CPE, DTH operator shall provide refund amount to the subscriber which is calculated as follows:-
  a) For CPE purchased in a "standard scheme":
     (i) The total depreciated value of the CPE on that date, if return is done after lock-in period is over.
     (ii) If returned during lock-in period, then the value of CPE depreciated over the entire lock-in period.
  b) For CPE given to subscriber under a rental scheme the entire amount paid by the subscriber as the interest free refundable security deposit.
  c) For CPE given to subscriber in scheme other than standard scheme or rental scheme:-
     The cumulative amount paid by the subscriber for the CPE after deducting a depreciation amount applicable on such CPE under "standard scheme".
- Subscriber has option of buy-back/ refund for CPEs in all offered schemes including bundled schemes.
- Lock-in period specified cannot exceed six months. However, subscriber can surrender the CPE any time, even during the lock-in period.
- Collection centres to be set up by DTH operators at every district headquarters to enable subscribers to return CPEs.

- Toll-free number for requesting surrender of connection is to be provided by the DTH operator.
- If subscriber chooses to himself return CPE to collection centre, he need not pay any collection charges to DTH operator.
- If DTH operator collects CPE from subscriber premises, then he can charge an amount, not exceeding Rs. 300, from subscriber.

## 10. What are TRAI's regulations for HITS Services?

At the subscriber's end a HITS Service is provided exactly as a ground based cable operator's (DAS) service. Therefore, the TRAI regulations for obtaining a DAS subscription will also apply if the service is provided by a HITS operator, i.e., for a new connection, a subscriber must submit the prescribed CAF to the service provider and that the subscribers can opt for the channels/ bouquets that he wants through any of the tariff packages offered.

Similarly, the account closure regulations for DAS Cable TV Services will apply to a subscription obtained from a HITS operator.

## 11. What are TRAI's regulations for IPTV Service?

At present the availability of IPTV services is very limited and that too in very few cities. A list of these service providers and their website addresses are available at Annex 1. Details regarding new and other players can be obtained from the internet. TRAI is yet to prescribe the quality of service for these service providers. Websites of each of these service providers and their information brochures must be examined carefully to understand the latest service being offered before making a choice.

Generally, TRAI's regulations as those for DAS Cable TV Services will apply to IPTV operators.

# C. Tariff and Billing

### 1. What are 'Pay channels'?

Pay channels are channels for which broadcasters charge a fee for accessing the programs – the fee has to be paid by the TV service provider and consequently the consumer.

### 2. What are FTA (free-to-air) channels? Do we have to pay for subscribing to FTA Channels?

FTA channels are channels which are provided to TV service provider by the broadcasters without charging any fee. However, the TV service provider may charge the consumer to provide the FTA channels to offset their distribution costs.

### 3. What are TRAI's regulation on tariff and billing for Non-CAS cable TV Service?

TRAI's regulation regarding tariff and billing for Analog Cable TV (Non-CAS) Service are:

- The maximum amount of charges payable, for the first cable TV connection, by a subscriber to Cable operator in Non-CAS areas are prescribed in the form of ceilings for different categories of cities which are based on number of pay channels and FTA channels provided to subscribers.
- The maximum amount of charges payable by a subscriber, for the second and subsequent television connections at the same premises, to be mutually agreed upon between subscriber and the cable operator.
- Cable operator has to provide minimum of thirty FTA channels.
- The cable operator shall issue the bills and payment receipts for every payment that is made by the subscriber. If not, the subscriber must demand the same.

### 4. What are TRAI's regulations on tariff for DAS cable TV Service?

TRAI's regulation regarding tariff and billing for DAS Cable TV service include:

- The Cable operator must offer a bouquet of a minimum of 100 FTA channels as the Basic-Service-Tier (BST) for an MRP of Rs. 100/=(excluding taxes).
- Subscriber can select the FTA channels as per his choice in the offered BST.
- The rate of all FTA channels must be uniform.
- Subscriber can choose all the channels available on the platform of the operator on individual basis.
- Cable operator can offer channels in the form of bouquet(s) or packages.
- Consumers are free to subscribe to any combination of channels or bouquets being offered by the cable operator.
- In case the cable operator prescribes a minimum subscription amount, then it should not exceed Rs. 150/- per month (excluding taxes) for pay channels or combination of pay and FTA channels.

- The cable operator cannot increase the subscription charges for the first 6 months of subscription to a package or if the subscription amount has already been paid in advance.

### 5. What are the billing and payment options for DAS subscribers?

TRAI has laid down that

- The cable operator must provide both *pre-paid* and *post-paid* payment options to subscribers.
- The cable operator must issue bills and payment receipts for every demand/ payment made by a subscriber.
- Subscribers must be given an itemised bill clearly showing the package charges and the applicable taxes, separately.

### 6. Can a subscriber seek a break in service from his cable operator?

Yes, a subscriber can request for temporary suspension of his cable TV services for a period between 1 to 3 months without any charge, i.e., other than the rental charge towards STB, if any.

### 7. What are TRAI's regulation regarding tariff and billing for DTH Service?

TRAI's regulation regarding tariff and billing for DTH Service -

- Subscribers can choose all the channels available on the platform of the operator on individual basis.
- The DTH operator can also offer channels in the form of bouquets.
- The rate of all FTA channels shall be uniform.
- Consumers are free to subscribe to any combination of channels or bouquets offered by the DTH operator.
- In case the DTH operator prescribes a minimum subscription amount to be paid by a subscriber, then it should not exceed Rs. 150/- per month (excluding taxes) towards channels/services chosen.
- The DTH operator shall not increase the subscription charges for the first six months of subscription to a package or during the entire period of the subscription package validity, if the subscription amount has already been paid in advance.
- For the STB, the DTH operators can charge a maximum of Rs 350/- as initial installation charges and a maximum of Rs 100/- as activation charges.

### 8. Can a subscriber seek a break in service from his DTH operator?

Yes, a subscriber can request for temporary suspension of his DTH Service for a period which is a minimum of 1 month to a maximum of 3 months and no charges (other than the charge towards CPE) shall be payable by the subscriber for that period.

### 9. Can a DTH operator change the channels in a package?

The DTH operator cannot change the composition of a package subscribed to within 6 months from date of its subscription. Further, the DTH operator cannot change the composition of package for which the subscription has been paid in advance, if the channel remains available on platform. In case he removes the channel, the subscriber must be suitably compensated.

In any case, the DTH operator cannot discontinue distribution of a channel without prior notice to the subscriber.

### 10. What are TRAI's regulation regarding tariff and billing for HITS and IPTV Services?

The existing regulations of TRAI on tariffs for DAS cable TV Services apply to HITS and IPTV Services. However, a subscriber wishing to take a connection from a HITS linked local cable operator or IPTV operator must check with the cable operator regarding the tariffs.

# D. Who to Contact for Information and Complaint Redressal

### 1. Has TRAI's laid down regulations on Complaint Redressal?

Yes, TRAI has laid down a process that every cable TV and DTH operator has to implement for providing subscribers the information they need about their subscriptions and for resolution of their complaints.

### 2. What are TRAI's regulations on complaint resolution for Analog Cable TV Service?

The cable operator must maintain a help desk for complaint registration and resolution. The help desk services shall be provided from 8.00 am to 8.00 pm every day.

### 3. What are TRAI's regulations on complaint resolution for Digital Cable TV Service?

For DAS Cable TV operators, the regulations are more detailed than those for the Analog mode. The requirements in this regard are:

- Every cable operator must have a website that gives details of services being offered, channels (Pay/FTA) available on its platform, STB offerings along with terms and condition, toll free number , details of Nodal officers etc.
- The subscriber can forward his complaint or service request on toll free number of call centre of the cable operator.
- The Cable operator must provide a complaint number for each registered complaint.
- The cable operator must also establish a web based complaint monitoring system for monitoring of subscriber complaints.
- Consumer complaints must be responded to within 8 hours of making a complaint.
- The Cable operator shall designate nodal officers for complaints not redressed in call centres.
- Nodal Officer must redress the complaint within 10 days.

### 4. What are TRAI's regulations on complaint resolution for DTH Services?

- Every operator must have a website that gives details of services being offered, types of channels (Pay/FTA) available on its platform, STB offerings along with terms and condition, toll free number , details of Nodal officers etc.
- The subscriber can forward his complaint or service request on toll free number of call centre of the DTH operator.
- The operator must provide a complaint/ docket number for the registered complaint.

- The DTH operator shall designate nodal officers for each state for complaints not redressed in call centres.
- Nodal Officer must redress the complaint within 10 days.

### 5. What are TRAI's regulations on complaint resolution for HITS and IPTV Services?

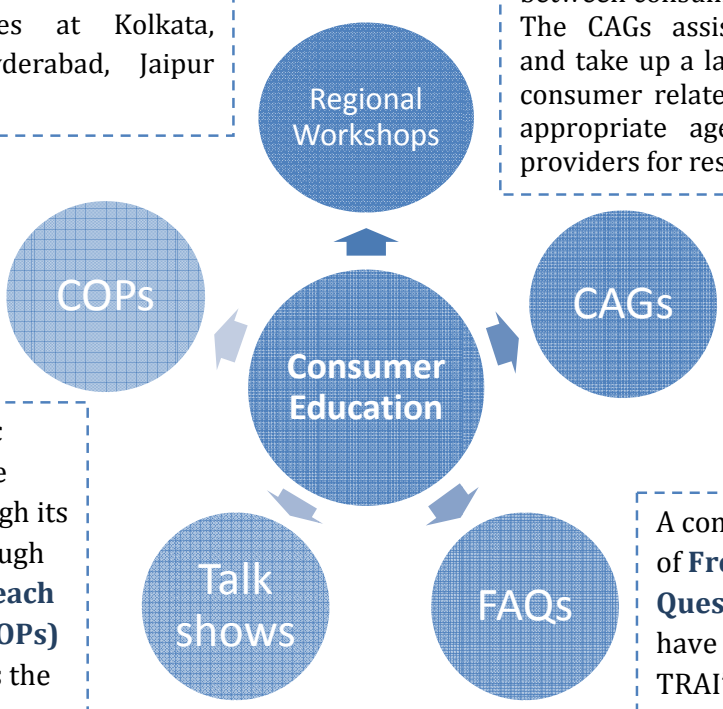
Since these services are relatively at a nascent stage in India, subscribers must refer to the service provider's website and information brochure for details of the complaint resolution mechanism. In general however, they must have systems similar to those prescribed for the Digital Addressable Systems Cable TV Operators.

# E. Consumer Education Initiatives of TRAI

With the growth of TV and Radio broadcasting, the reach of TV and Radio signals can be seen in semi-urban and rural areas as well. The knowledge about various platforms and stakeholders in providing the services is limited. Hence, realizing the importance of reaching out to the consumers all over the country, TRAI has made several measures to educate the consumers and create awareness.

Numerous **regional workshops** for capacity building of the CAGs and COPs have been organized every year by TRAI through its headquarters at Delhi and the regional offices at Kolkata, Bangalore, Hyderabad, Jaipur and Bhopal.

TRAI has also instituted a system for registration of **Consumer Advocacy Groups (CAGs)** as interlocutors between consumers and TRAI. The CAGs assist consumers and take up a large variety of consumer related issues with appropriate agencies/service providers for resolution.




TRAI has a public interface with the consumers through its website and through **Consumer Outreach Programmes (COPs)** conducted across the country.

A comprehensive set of **Frequently Asked Questions (FAQs)** have been placed on TRAI's website in two languages (English and Hindi) to increase consumer awareness about digitization.

COPs in the form of **talk shows and interactive phone-in programs** on DAS and its benefits were organized on Doordarshan, All India Radio and private TV channels.

# List of Acronyms

| Abbreviation | Description |
|---|---|
| AIR | All India Radio |
| AM | Amplitude Modulation |
| BST | Basic-Service-Tier |
| CAF | Consumer Application Form |
| CAG | Consumer Advocacy Group |
| CAS | Conditional Access System |
| COP | Consumer Outreach Programme |
| CPE | Customer Premises Equipment |
| CRS | Community Radio Stations |
| DAS | Digital Addressable System |
| DD | Doordarshan |
| DRM | Digital Radio Mondiale |
| DTH | Direct to Home |
| FAQ | Frequently Asked Questions |
| FM | Frequency Modulation |
| FTA | Free to Air |
| HITS | Headend in the Sky |
| IPTV | Internet Protocol Television |
| LCO | Local Cable Operator |
| MOP | Manual of Practice |
| MRP | Maximum Retail Price |
| MSO | Multi System Operator |
| QoS | Quality of Service |
| STB | Set Top Box |
| TRAI | Telecom Regulatory Authority of India |
| VHF | Very High Frequency |
| VOD | Video on Demand |

# Annex 1: Contact Details of TV Service Providers

## DTH operators

| S.No. | Name of DTH Operator | Toll Free Number |
|---|---|---|
| 1 | Bharti Telemedia Ltd. | 18001036065 |
| 2 | Dish TV India Ltd. | 18001803474 |
| 3 | Reliance Big TV Pvt. Ltd. | 18002009001 |
| 4 | Sun Direct TV Pvt. Ltd. | 18002007575 |
| 5 | Tata Sky Ltd. | 18002086633 |
| 6 | Videocon d2h Ltd. | 18001370111 |

## HITS Operators

| S.No. | Name of HITS Operator | Toll Free Number |
|---|---|---|
| 1 | Noida Software Technology Park Ltd. (JAINHITS) | 18001030912 |

## IPTV operators

| S.No. | Name of IPTV Operator | Website |
|---|---|---|
| 1 | Bharti Airtel Ltd. | http://www.airtel.in/iptv/ |
| 2 | Mahanagar Telephone Nigam Ltd. | http://www.mtnl.net.in/ |

# Toll Free numbers of some Multi-System Operators

The contact details of the MSOs are available on their websites. The following are some of the MSOs that have a larger service area:

| S.No. | Name of MSO | Toll Free Number |
|---|---|---|
| 1 | Ashiana Communication | 1800114142 |
| 2 | Bhawani Rajesh Cable And Digitech Services Pvt. Ltd | 1800222298 |
| 3 | Darsh Digital | 18002007500 |
| 4 | Delhi Distribution Company Pvt. Ltd. | 1800110800 |
| 5 | Den Networks Ltd. | 18004192020 |
| 6 | Digicable Network India Pvt. Ltd. | 18002121217 |
| 7 | Fastway Transmission | 18001026602 |
| 8 | GTPL | 18004190419 |
| 9 | Hathway Cable & Datacom Ltd. | 1800221119 |
| 10 | Home Cable Network (P) Ltd. | 1800111707 |
| 11 | Home System Pvt Ltd. | 1800221809 |
| 12 | Indusind Media And Communication Limited | 18002666456/18001034456 |
| 13 | Novabase Digital Entertainment Pvt. Ltd. | 1800113108 |
| 14 | Satellite Channels Pvt. Ltd. | 1800112188 |
| 15 | Sea TV Network | 18001027566 |
| 16 | Siti Cable Network Ltd. | 18001234001 |
| 17 | UCN Cable Network Pvt. Ltd. | 18003131099 |

# Annex 2: Standard Tariff Package for Cable TV STBs

| Sl. | Particulars | Option 1 | Option 2 | Option 3 | Option 4 |
|---|---|---|---|---|---|
| **1** | Rent per month per set top box for the first three years | Rs. 55.66 (exclusive of taxes) | Rs.50.66 (exclusive of taxes) | Rs.46.80 (exclusive of taxes) | Rs.32.93 (exclusive of taxes) |
| **2** | After three years from the date of installation | No rent. The set top box shall become the property of the subscriber except smart card/viewing card. | No rent. The set top box shall become the property of the subscriber except smart card/viewing card. | No rent. The set top box shall become the property of the subscriber except smart card/viewing card. | No rent. The set top box shall become the property of the subscriber except smart card/viewing card. |
| **3** | Security Deposit (Refundable- **Option 1&2**; Adjustable- **Option 3&4**) | Rs. 400/- | Rs. 800/- | Rs. 400/- | Rs. 800/- |
| **4** | Amount of Security Deposit refunded on return of the Set Top Box | Full | Full | As per attached Table-A | As per attached Table-B |
| **5** | Installation Charges | Nil | Nil | Nil | Nil |
| **6** | Activation charges | Nil | Nil | Nil | Nil |
| **7** | Smart Card/Viewing Card Charges | Nil | Nil | Nil | Nil |
| **8** | Repair and Maintenance Cost for three years from the date of installation | Nil | Nil | Nil | Nil |

**Notes:**

1(a) After the expiry of three years from the date of installation of set top box, the entire security deposit shall be refunded to the ordinary subscriber without any deductions under Options 1 & 2.

1(b) If an ordinary subscriber returns the set top box, any time before the completion of three years from the date of installation of set top box, the Security Deposit shall be refunded as per the amount specified in the **Table-A(option 3) or Table-B(option 4)** as the case may be, provided that the set top box has not been tampered with.

2(a) The full security deposit without any deduction shall be refunded to the subscriber, if he returns the set top box, at any point of time, within a period of three years, provided that the set top box has not been tampered with, in case of **Option 1 & 2.**

2(b) In case of disconnection of service before the last day of the month, balance security deposit shown as refundable at the end of that month, in **Table-A (option 3) or Table–B (option 4)** shall be refunded on return of set top box.

3 There shall be no installation charges or re-installation charges except in case of shifting of connection, in case of **all the four options**.

## TABLE FOR REFUND OF SECURITY DEPOSIT

Figure in Rs.

| Year | End of Month | TABLE A (OPTION 3) | TABLE B (OPTION 4) |
|---|---|---|---|
| **First year** | First | 391.13 | 782.27 |
| | Second | 382.16 | 764.31 |
| | Third | 373.07 | 746.14 |
| | Fourth | 363.86 | 727.73 |
| | Fifth | 354.55 | 709.09 |
| | Sixth | 345.11 | 690.23 |
| | Seventh | 335.56 | 671.12 |
| | Eighth | 325.89 | 651.78 |
| | Ninth | 316.1 | 632.19 |
| | Tenth | 306.18 | 612.36 |
| | Eleventh | 296.14 | 592.29 |
| | Twelfth | 285.98 | 571.96 |
| **Second year** | Thirteenth | 275.69 | 551.37 |
| | Fourteenth | 265.27 | 530.53 |
| | Fifteenth | 254.72 | 509.43 |
| | Sixteenth | 244.03 | 488.07 |
| | Seventeenth | 233.22 | 466.44 |
| | Eighteenth | 222.27 | 444.54 |
| | Nineteenth | 211.18 | 422.36 |
| | Twentieth | 199.95 | 399.91 |
| | Twenty first | 188.59 | 377.17 |
| | Twenty second | 177.08 | 354.16 |
| | Twenty third | 165.43 | 330.85 |
| | Twenty fourth | 153.63 | 307.25 |
| **Third year** | Twenty fifth | 141.68 | 283.36 |
| | Twenty sixth | 129.59 | 259.17 |
| | Twenty seventh | 117.34 | 234.68 |
| | Twenty eighth | 104.94 | 209.88 |
| | Twenty ninth | 92.39 | 184.77 |
| | Thirtieth | 79.67 | 159.35 |
| | Thirty first | 66.8 | 133.61 |
| | Thirty second | 53.77 | 107.55 |
| | Thirty third | 40.58 | 81.16 |
| | Thirty fourth | 27.22 | 54.44 |
| | Thirty fifth | 13.69 | 27.39 |
| | Thirty sixth | 0 | 0 |

# Annex 3: Consumer Advocacy Groups Registered with TRAI

| S.No. | Name and address of the Consumer Organisation | Contact Person Telephone/Mobile No. & E-mail Ids. |
|---|---|---|
| 1 | Islampur Ramkrishnapally Rural Welfare Society, At. Ramkrishnapally P.O. & P.S. Islampur Distt. Uttar Dinajpur (W.B.) | Mr. Abdul Alim Parvej<br>Secretary<br>03526-257723 (telefax)<br>09434458614<br>irrwsngo@gmail.com |
| 2 | Upbhokta Margdarshan Samiti "UMAS" Rajiv Gandhi Upbhokta Bhawan Near 12 & 10 Sector Chopasni Housing Board, Jodhpur (Raj) | Mr. Liyakat Ali, Secretary<br>0291-2701515<br>0291-2701888 (Fax)<br>liyakat_ali9@yahoo.co.in |
| 3 | People's Action in Development (PAID), Post Box No. 127, SV University Tirupati (A.P.) | Mr. P. Gangadharam, President<br>09441557447<br>paidngo7@gmail.com<br>paid_ngo@yahoo.co.in |
| 4 | Society for Education, Research & Village Empowerment (SERVE), Sirupakkam-P.O. 606123, Thittakudi (Tk.) Cuddalore -Dt. (T.N.) | Mr. R.K. Senthilkumar<br>Executive Secretary<br>04143-248575 , 09443828169<br>serve_2005@yahoo.co.in |
| 5 | Consumer Care Society 593, 24th Cross Banashankari II Stage, Bangalore (Karnataka) | Mr. R.N. Guru, Secretary<br>080-26713616 (Telefax) 09845683220<br>ccsbng@gmail.com |
| 6 | SAMARPIT, Centre for Poverty Alleviation and Social Research, 37, Geetanjali Enclave, Ring Road No.2, Bilaspur (Chhatisgarh)-495001 | Dr. Sandeep Sharma<br>President<br>07752-402731<br>09893428881 samarpitch@gmail.com |
| 7 | Voluntary Organization in Interest of Consumer Education (VOICE), O-45, Basement, Lajpat Nagar-II, New Delhi-110014 | Mr. Ashim Sanyal<br>COO & Secretary<br>011-47331000, 47331025<br>011-29849081 (Fax)<br>cvoice@vsnl.netcoo@consumer-voice.org |
| 8 | Sanrakshan, 101, Ashray Mahesh Apartment Boring Road Patna (Bihar) | Mr. J.K. Bhagat,<br>Managing Trustee<br>0612-2534134(telefax) 09431496489<br>sanrakshan_goal@yahoo.co.in |
| 9 | Bharat Jyoti, 46, Diamond Dairy, Kabir Marg, Lucknow (U.P.) | Mr. Vijay Acharya,<br>Founder President<br>0522-3254455<br>0522-2237899(Fax) 09415028127<br>bharat.jyoti@yahoo.co.in |
| 10 | Himachal Upbhokta Sanrakchan Parishad (Regd.), Verma Complex, Ist. Floor, NH-22 Shoghi,S himla (H.P.) | Mr. Shiv Dutt Bhardwaj,<br>President<br>0177-2661284 (Telefax) 09418458760<br>hpuspsml@gmail.com |
| 11 | National Centre for Human Settlements and Environment (NCHSE), E-5/A, Girish Kunj, Arera Colony, Bhopal (M.P.) | Dr. A.K. Gupta Director General<br>07552465306/2463731/<br>4277074<br>nchsebpl@gmail.com |

| | | |
|---|---|---|
| **12** | Upbhokta Sanrakchhan & Kalyan Samiti, Upbhokta Bhawan, 119/354 Darshan Purwa, Gumti No. 5 Kanpur (U.P.) | Mr. Padam Mohan Mishra, Secretary 0512-2217840 , 09450156430 consumertalk9@rediffmail.com cosumerk2@gmail.com |
| **13** | Society for Social Transformation (SST), D.No. 46/162, Budhawarapet, Kurnool (A.P.) | Mr. V. Anjaneyulu Director 08518-255050, 08008663861 sstanjan@gmail.com |
| **14** | Consumer Guidance Society of India, Opp. Cama Hospital Mahapalika Road, Mumbai | Dr. M.S. Kamath, Hon. Secretary 022-22621612, 022-22659715(Fax) cgsibom@gmail.com |
| **15** | Ford Trust, Karaikudi KUDIL, Maruthangudi, Siravayal Post, Karaikudi (TN) | Mr. C. Paul Alaga Rasan Project Director 04577-264334/264331 09788979901 fordtrustindia@yahoo.co.in |
| **16** | Rajkot Saher Jilla Grahak Suraksha Mandal,329, Popatbhai Sorathia Bhavan, Sadar Bazar, Rajkot (Gujarat) | Mrs. Ramaben Mavani, President 0281-2471122/3041329 09426201611 mavaniramb@sancharnet.in |
| **17** | Women Action Group (WAG) Gangavalli (P.O.) , Attur Taluk, Salem District Pin 636105 (T.N.) | Mrs. G. Mohana, Secretary 04282-232852 04282-232219 (Fax) 09442770987 swagsk_sk@yahoo.co.in |
| **18** | Gram Vikas Parishad, Rangaloo P.O. Jumarmur, Via- Kathiatoll Distt. Nagaon -782427 (Assam) | Mr. Sirajuddin Ahmed General Secretary 0367-2231164 (Telefax) 09706181748 sirajuddin60538@gmail.comgramvikasparishad@gmail.com |
| **19** | Rastriya Samuddeshiya Vikas Sansthan, 89-C Raj Bhawan, South Bhopa Road, Muzaffar Nagar (U.P.)-251315 | Ms. Poonam Sharma, President 09319758110 rsvsmngo@rediffmail.com |
| **20** | Shramik Varg & Nirmal Varg Vikas Sansthan Village & P.O. Patwadhkautuk Block Bilariaganj Tahsil Sagri Azamgarh (U.P.) | Mr. Indradev Rai Secretary 09450823837 sramikvarg@yahoo.co.in |
| **21** | Indian Institute of Technology & Entrepreneur Development (IITED), IICR Campus, Near Mangla Traders, Shakti Chowk, Bijnor (U.P.) | Dr. R.D. Usmani President/ Director 01342-265992, 09412118240 09259201912 iited_mngo@rediffmail.com |
| **22** | Consumer Coordination Council (CCC) A-20-21 (NITS Bldg.) Institutional Area, Sector-62, NOIDA | Mr. S.C. Sharma Director 0120-4235448 0120- 2404273 (Fax) ccc.secretriat@gmail.com director.coreccc@gmail.com |
| **23** | Mizoram Consumers' Union Hqrs. Aizawl, Lalat Chamber, Tuikual 'S' Temple Square, Aizawl-796001 | Dr. Chawngsailova General Secretary 0389-2311514 09862419156 |
| **24** | Federation of Consumer Associations, West Bengal, 39, Shakespeare Sarani, 7th Floor, Room No. 701, Kolkata (W.B.) | Ms. Mala Banerjee President 033-22805927 (Telefax) fcawb@cal2.vsnl.net.in |

| | | |
|---|---|---|
| **25** | Society for Consumers' & Investors' Protection (Regd.) 118, 2nd Floor, DDA Site-1, New Rajinder Nagar, New Delhi | Dr. G.S. Sood, President<br>011-45082832<br>011-28744789 (Fax)<br>09911110385<br>scipindia@yahoo.com |
| **26** | Odisha ConsumersAssociation Debajyoti Upovhokata Kalyan Bhawan, Bishwanath Lane Cuttack (Odisha)-753002 | Mr. Arun Kumar Sahu<br>Assistant Secretary<br>0671-2368644<br>Knj1345@gmail.com |
| **27** | Citizen Consumer & Civic Action Group, 9/5, II Street, Padmanabha Nagar<br>Chennai-600020 | Ms. S. Saroja, Co-ordinator<br>044-24460387<br>044-24914358 (Fax)<br>helpdesk@cag.org.in |
| **28** | Consumers Association 7,F.F. Karuna Sadan, Sec.11-B, Chandigarh | Mr. R.K. Kaplash, Chairman<br>0172-2245170, 09814173342<br>cfc_chd@yahoo.co.in<br>kaplash.cfc@gmail.com |
| **29** | Rural Organisation for Social & Education Trust (Rose Trust) 15-G, IInd Floor, Baskaranar Building, T. Palue Road, Jayankondam-621802 Ariyalur Distt. (T.N.) | Mr. John K. Thirunavukkarasu Managing Director<br>04331-250251<br>09489545361<br>09345487870<br>rosetrust2007@gmail.com |
| **30** | Maruti Seva Samiti,<br>173/12, Ashok Nagar<br>Nr. Maya Misthan Bhandar, Udaipur (Raj)-313001 | Mr. P. K. Jhawar President<br>0294-2419333<br>09414168532<br>marutisewasamiti@yahoo.com |
| **31** | Haryana Technical Association, H.No. 3542, Urban Estate Jind (Haryana)-126102 | Mr. Rahul Punia President<br>08930432777<br>09813363001<br>htaharyana@gmail.com<br>info@htaharyana.in |
| **32** | Mahila Kalyan Samiti Dhori, Staff Colony, Near Dhori Dispensary, P.O. Dhori, Distt. Bokaro (Jharkhand)-825102 | Dr. Shyam Kunvar Bharti General Secretary<br>0654-9222117<br>09955509286<br>mksdbharti@rediffmail.commksdb@outlook.in |
| **33** | Vasundhara Sevarth Samajik Sansodhan ani Vikas Seva Sanstha At. Post- Nanand, Tq. Nilanga Distt. Latur (MH)-413521 | Mr. Deelip Venketrao Patil<br>Secretary<br>09422179776<br>vasu_rediffmail.com |
| **34** | Consumer Protection Association, Vishwakarma Nagar, Himmatnagar Distt. Sabarkantha-383001 (Gujarat) | Dr. Kashyapnath President<br>02772-240636<br>09413118426<br>Knath21@yahoo.comcpahmt@yahoo.com |
| **35** | Consumer Unity & Trust Society, D-217, Bhaskar Marg, Bani Park, Jaipur-302016 (Raj) | Mr. George Cheriyan<br>Director<br>0141-5133259, 2282823, 2282482<br>0141-4015395 (Fax)<br>cart@cuts.org<br>gc@cuts.org |

| | | |
|---|---|---|
| **36** | Consumers' Association Hotel Soorya City Sudhevan Road, Sultanpet, Palakkad-678001 (Kerala) | Mr. Surendran P.A.<br>General Secretary<br>0491-2803467<br>0491-2569952 (Fax)<br>surendranpdca@gmail.comconsumersorg@gmail.com |
| **37** | Citizen Awareness Group #2812/38-C Chandigarh | Mr. Surinder Verma, Chairman<br>0172-4007412,09417008805<br>citizenawareness@yahoo.comcitizenawarenessgroup@gmail.com |
| **38** | Navjeevan Society<br>19, Sharma Colony,<br>22- Godown, Jaipur-302019 (Raj) | Mr. Rajendra Sharma, President<br>0141-6450323<br>0141-4061405 (Fax)<br>09928689941<br>info.navjeevan@gmail.com |
| **39** | Deepalaya<br>556, Dr. A.K. Paul Road, Kolkata-700034 (W.B.) | Mr. Pranab Kumar Ghosh<br>Secretary<br>09903278064<br>09038467832<br>deepalaya_wb_ngo@yahoo.co.in |
| **40** | Manav Kalyan Society. Moh. Chashrien, B-24, Barwan Distt. Bijnor (U.P.)-246701 | Mr. Shehzed Husauin, Manager<br>09837061925, 08057559824<br>manavkalyansociety@gmail.com |
| **41** | Consumers Guidance Society, Door No. 58-1-26, Flat No. 1 Veerapaneni Plaza, Patamata Vijaywada-520010 (A.P.) | Ch. Divakar Babu Secretary<br>0866-2495324<br>consumerssociety@yahoo.comdivakarbabuc@gmail.com |
| **42** | Consumer Research, Education, Action, Training and Empowerment, 2/84, Melachatram Street, Paramakudi, Ramanathapuram dist., Tamilnadu, PIN-623707 | Prof. Dr. P. Duraisingam<br>Chairman<br>04369-220954 (telefax)<br>09443381816<br>createdurai@gmail.com |

## Nodal Officer of TRAI

**Lt. Col. Vijay Sharma**
**Joint Advisor (CA)**
**Telecom Regulatory Authority of India**
**Mahanagar Door Sanchar Bhawan**
**(Old Minto Road)**
**New Delhi-110002**

# Annex 4: Important Websites

| Category/Topic | Link to the webpage |
|---|---|
| **Home Page TRAI** | http://www.trai.gov.in/ |
| **All Broadcasting FAQs** | http://www.trai.gov.in/Content/faq_category/2_0.aspx |
| **Digital Addressable Cable TV Systems (DAS) FAQs** | http://www.trai.gov.in/Content/faq_subcat_details/157_2_0.aspx |
| **DAS- Set Top Box FAQs** | http://www.trai.gov.in/Content/faq_subcat_details/158_2_0.aspx |
| **DAS- Retail Tariff FAQs** | http://www.trai.gov.in/Content/faq_subcat_details/159_2_0.aspx |
| **DAS- Consumer Complaint Redressal & Quality of Service FAQs** | http://www.trai.gov.in/Content/faq_subcat_details/161_2_0.aspx |
| **Regulatory Framework for DAS FAQs** | http://www.trai.gov.in/Content/faq_subcat_details/163_2_0.aspx |
| **Measures to Protect Consumer Interest** | http://www.trai.gov.in/Content/mpci.aspx |
| **Consumer Group** | http://www.trai.gov.in/Content/ConsumerGroupUserList.aspx |
| **Events at TRAI** | http://www.trai.gov.in/Events.aspx |
| **Community Radio Station (CSR)** | http://www.communityradioindia.org |
| **Community Radio Station (CSR)** | http://crfc.in/ |
| **AIR FM India** | http://allindiaradio.gov.in/ |
| **Doordarshan India** | http://www.ddindia.gov.in |

## CONTENT DISCLAIMER

This handbook has been published for the assistance, education and information of the consumers and information contained therein is general in nature, condensed from the original broadcasting and cable services tariff orders, directors and regulations. Full text of these broadcasting and cable services tariff orders, directions and regulations are available on TRAI's website www.trai.gov.in. The users may refer to the TRAI Act, 1997 (24 of 1997), as amended from time to time and to the text of broadcasting and cable services tariff orders, directions and regulations and their amendments, as published in the Gazette of India/TRAI's website before taking any legal recourse. The list of service providers and links provided are only indicative to enable the consumers to study and compare the features and services provided. The list and the links provided therein are by no means exhaustive in nature. If a service provider's name does or does not figure in the list, TRAI does not in any way imply its suitability or unsuitability otherwise in any manner. Consumers are advised to look at all service providers in the market to arrive at a informed decision. Under no circumstances shall the Telecom Regulatory Authority of India be liable for any loss, damage, liability or expense incurred or suffered that is claimed to have resulted from the use of material contained in this handbook, including, without limitation, any error or omission, with respect thereto.