

MANUAL OF PRACTICE

I. Name and address of the service provider.

DEN NETWORKS LIMITED
236 OKHLA INDUSTRIAL ESTATE PHASE III
NEW DELHI – 110020
EMAIL: wecare@denonline.in
TEL: 011- 40522200
FAX: 011 – 40522203

II. Terms and conditions of service offered by the service provider.

1. Any person seeking connection or disconnection or reconnection or shifting of cable service connection or intending to obtain or return Set Top Box (STB) at a place has to submit prescribed application form duly authenticated and completed in all respects to DEN Networks Ltd (DEN) or its Linked Cable Operators (LCOs).
2. The decision on the complete application will be communicated within 2 (two) days of the receipt of the application to the applicants. The term 'Subscriber(s)' shall hereinafter mean a person (*including individual or non-individual*) who avails services offered by DEN or its LCOs by subscribing to Cable Television services (hereinafter referred to as the 'Service') or Value Added services as offered. The term 'Subscriber(s)' shall mean Consumers and vice-versa, as used hereinafter.
3. All incomplete applications shall be liable to be rejected. In case it is technically or operationally non-feasible to provide connection, reconnection, shifting of service or supply of set top box at the location where the services are requested by the applicant, the application may be rejected by DEN upon giving intimation to the applicant with reasons.
4. The application may be submitted electronically to DEN/LCOs or its Affiliates at the time of subscription of the Service and otherwise; in lieu of submitting the same in physical mode. The Subscriber(s) shall share the mobile number and/or email ID with the authorized representatives of DEN/LCOs or its Affiliates for the purpose of verification and in order to establish the authenticity of the form submitted electronically.

5. The Subscriber(s) shall further cooperate with the representatives of DEN/LCOs or its Affiliates and share the One Time Password sent on the mobile number and/ or email ID of the Subscriber(s) with such representatives and adhere to any other process, procedure etc as may be advised by such representatives to the Subscriber(s) for the purpose of verification of the form submitted electronically.
6. The Service is made available to the Subscriber(s) with effect from the date of activation of the STB and on terms which the Subscriber(s) hereby fully accepts and undertakes to abide.
7. The Subscriber(s) shall ensure that the information stated in the application is and shall continue to be complete and accurate in all material respects and shall notify immediately of any change thereto to DEN. The Subscriber(s) shall declare and confirm that the information provided in the application including identification details, installation address of STB or any other information is accurate, complete and represents the true and correct information as on the date information is provided. DEN or its LCOs shall not be responsible for the accuracy or completeness of information provided by Subscriber(s) to them and shall consider the information on as is basis. It shall be the sole responsibility and duty of Subscriber(s) to provide up-to-date information to DEN or its LCOs whenever there is any change in the information provided at an earlier date.
8. The Subscriber(s) can opt for any of the refundable deposit schemes as per terms stated in the tariff package framed by the DEN.
9. Changes in the rates of taxes & government duties will be informed to the Subscriber(s) and passed on. The Subscriber(s) hereby undertake to pay the full amount of charges/ fees etc., and any other charges including Service Tax, Entertainment Tax and/or any other tax as may be applicable that may be invoiced to Subscriber(s) for availing the Service.
10. In case of any complaint, DEN or its LCOs will respond to the complaint within 8 (eight) hours of receipt of complaint. However, this will not apply if the STB has been found tampered.

11. Refund of security deposit will be made available to the Subscriber(s) within 7 (seven) days upon receipt of STB, provided the same has not been tampered.
12. Channels can be subscribed in packages/bouquets/a-la-carte by filling in the application form. Billing for channels will be on a calendar month basis. The package price is per STB per month and all applicable taxes are extra. Add on packs can be subscribed in addition to the standard packages. Billing will start from date of activation of STB. Channels offered are subject to change from time to time and all channels may not be available at all locations. The packages/channels delivery is subject to availability of the same on DEN's platform. The Subscriber(s) hereby agrees to pay DEN or its LCOs the entire cost of STB/ VC as applicable depending upon the tariff scheme chosen by the Subscriber(s).
13. The packages/ channels may change from time to time in accordance with the relevant regulations as may be applicable and the Subscriber(s) agrees to abide by the same without any demur.
14. In case of pre-paid bills, DEN shall, upon request from the Subscriber(s), provide the Subscriber(s), at a cost of Rs 100/- per month usage, the information relating to itemized usage charges showing actual usage of service, provided that it shall not be mandatory for DEN to provide to the Subscriber(s) the information referred to in this provision for any period beyond 6 (six) months preceding the month in which the request is made by the Subscriber(s).
15. Channels can be unsubscribed provided the minimum subscription period of 3 (three) months has been adhered to. Un-subscription requests should be submitted 15 days advance from the next billing cycle in writing.
16. The Subscriber(s) hereby agrees to allow the authorized representatives of the DEN/LCOs/its Affiliates to enter upon the installation address for inspection, installation, removal, replacement and repossession of the Hardware under the terms hereof. The term Hardware shall include STB and/ or any other device/ instrument which may be required by the Subscriber(s) for the purpose of availing Service from DEN or its LCOs. This clause shall survive the time period until all

the dues are paid and the Viewing Card along with the STB owned by DEN/its Affiliates are returned to DEN/its Affiliates in satisfactory working condition.

17. The Service and the license to use the Viewing Card shall be for personal viewing of the Subscriber(s) and for his/ her family members only. No assignment of Viewing Card shall be valid unless the same is approved in writing by DEN/its Affiliates. Subscriber(s) shall not allow public viewing or exploit the same for commercial benefit or otherwise. Breach of this clause will result in termination of Service and the Subscriber(s) shall also be liable to pay damages.
18. For disconnection/suspension of the Service, the Subscriber(s) shall give 15 (fifteen) days prior notice to DEN. The period of 15 (fifteen) days shall be reckoned from the date of receipt of the notice of disconnection by DEN.
19. All complaints will be responded to within 8 (eight) hours of receipt of the complaint however, if complaints are received during the night will be attended by the next day.

20. Subscriber(s) can log on to www.dennetworks.com to track the status of the complaint made to DEN.
21. Payment of the subscribed Service shall be made within due date as mentioned on the invoice/ bill, failing which an interest of 15% p.a. shall be charged or such higher interest as may be permitted by Telecom Regulatory Authority of India (the Authority).
22. The Subscriber(s) acknowledges that the Viewing Card has been merely licensed to the Subscriber(s) by DEN/its Affiliates to avail the channels for one Television set only and shall at all times be the exclusive property of DEN/its Affiliates and that he/she has been fully explained and accepts that any unauthorised relay or re-transmission of the signal will constitute infringement of copyright of the content providers/owners/licensors thereof and will in addition to the termination of Service, will attract civil and/or criminal liability under the law.
23. The Subscriber(s) undertakes not to use or cause to be used the Viewing Card with any other set top box or device and/or STB with any other card or device and shall ensure the safety and security of the Hardware from unauthorized use, theft, misuse, damages, loss etc.
24. 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 affects 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.
25. The Subscriber(s) undertakes not to do or allow any act or thing to be done as a result the right of the DEN/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.

26. The Subscriber(s) undertakes not to hypothecate, transfer or create or suffer any charge, lien or any onerous liability in respect of the Hardware which is not owned by the Subscriber(s).
27. The Subscriber(s) undertakes not to relay, transmit or redistribute the signals to any person or connect to any other device for any redistribution purpose.
28. Commercial establishments will be governed by tariffs as laid down by the Authority from time to time, if any.
29. All the terms and conditions including the provisions related to the terms of Service, tariff, rebates, discounts, refund shall be subject to the rule, regulations, notifications, guidelines as may be specified by the Authority or as may be applicable from time to time.
30. Billing disputes, if any, will be redressed within 7 days of receipt of complaint from the Subscriber(s).
31. If at any time, during the continuance of Service, the Service is interrupted, discontinued either whole or in part, by reason of war, warlike situation, civil commotion, theft, wilful destruction, terrorist attack, sabotage, fire, flood, earthquake, riots, explosion, epidemic, quarantine, strikes, lock out, compliance with any acts or directions of any judicial, statutory or regulatory authority or any other Acts of God or Force Majeure condition, or if any or more channels are discontinued due to any technical or system failure at any stage or by the Broadcaster(s) or for any other reasons beyond the reasonable control of the LCOs or DEN/its Affiliates, the Subscriber(s) will not have any claim for any loss or damage s against the DEN/LCOs/its Affiliates.
32. The LCOs or DEN/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.

33. LCOs, Distributor and DEN/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 the Service or for any inconvenience, disappointment due to deprivation of any programme or information whether attributable to any negligent act or omission or otherwise. Provided however the maximum liability of LCOs or Distributor or DEN/its Affiliates for any actual or alleged breach shall not exceed the Subscription(s) paid in advance to LCOs for such duration of Service, for which the Subscriber(s) had paid in advance but was deprived due to such breach.
34. The Subscriber(s) will indemnify and hold harmless the LCOs, DEN 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).
35. Notice at the installation address shall be deemed to be sufficient and binding on the Subscriber(s).
36. All disputes with respect to the terms between the Subscriber(s) and the LCOs or DEN shall be subject to jurisdiction of courts in New Delhi only.
37. If any of the provision of the terms has become or is declared illegal, invalid or unenforceable for any reason, the other provisions shall remain in full force and effect and no failure or delay to exercise any right or remedy hereunder shall be construed or operate as a waiver thereof. The terms may be amended by DEN from time to time and shall be binding on all the Subscriber(s).
38. The quality of service and consumers complaint redressal procedures prescribed under the regulations issued by the Authority, are applicable. Detailed information is available on the authorized site of Telecom Regulatory Authority of India viz.: www.trai.gov.in.

39. The Subscriber(s) hereby acknowledges that there is no obligation on the Subscriber(s) to buy STB from DEN only. The Subscriber(s) shall have the option to buy the STB needed for viewing channels on DEN's platform from any of the distributor or from any other person as the Subscriber(s) may decide. However, the Subscriber(s) shall ensure that STB purchased by it and used for viewing the channels on DEN's platform comply with minimum standards requirements as laid down by the Authority and/ or Bureau of India Standards etc., and is compatible to avail the Service.

40. 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 DEN's employees or its LCOs;
- ii. he/ she has read the Manual of Practice, Consumer Charter and/ or other related documents carefully and has understood the terms & conditions of Service; 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 Service by DEN's employees or its LCOs.

41. DEN reserves the right to suspend or deactivate the Service after following the due process of law if;

- i. The Subscriber(s) is in breach of the provisions of the terms mentioned herein; or
- ii. The Subscriber(s) has provided wrong information in the application form to DEN or its LCOs; or
- iii. The Subscriber(s) fails to pay the bill within the applicable timelines; or
- iv. The Subscriber(s) is declared bankrupt or becomes insolvent; or
- v. DEN is directed/ requested by the government or any other regulatory body or competent authorities do so; or
- vi. Applicable laws mandated DEN to take such action; or
- vii. Any acts of privacy, fraud or misuse of the Service by the Subscriber(s) is identified; or
- viii. Any force majeure even (i.e., an event beyond the control of DEN) occurs.

42. The Subscriber(s) hereby declares and confirms that he/ she has understood the rates of bouquets, a-la-carte rates of channels at which Service is being offered to him/ her by DEN or its LCOs and taken into account the same before actually availing the Service from DEN or its LCOs. The Subscriber(s) acknowledges that such rates may be revised by DEN or its LCOs at any point of time while complying the necessary regulations laid by the Authority in this regard.
43. The Subscriber(s) hereby agrees and acknowledges that DEN or its LCOs has no control over the affairs of Broadcaster(s) and is not responsible or liable for any acts or omissions of Broadcaster(s). The Subscriber(s) shall not hold DEN or its LCOs or its employees responsible for any deficiency, omission, error or delay in the Service by DEN or its LCOs attributable to any act or omission on the part of Broadcaster(s).
44. The Subscriber(s) hereby agrees that to avail the Service from DEN or its LCOs, the Subscriber(s) may be required to complete Subscriber Identification Procedure as determined by DEN in its sole discretion. The Subscriber(s) may need to establish his/ her identity to DEN or its LCOs before availing Service. Therefore, the Subscriber(s) shall provide his/ her identification documents and/ or any other information to DEN or its LCOs as may be required by it under relevant laws. Subscriber(s) Identification Procedure shall herein mean the procedure adopted by DEN, if any to establish the identity of a Subscriber(s).
45. DEN may share identification details, channel information, billing information and/ or any other information of Subscriber(s) with the government agencies, regulatory bodies, statutory authorities or courts having jurisdiction over the DEN or its LCOs as in when requested by such authorities or otherwise in the normal course of business to meet necessary compliances as may be prescribed. The Subscriber(s) irrevocably agrees that he/ she shall not raise any concerns or have any objection to sharing of his/ her information with the government agencies, regulatory bodies, statutory authorities or courts having jurisdiction over the affairs of DEN or its LCOs.
46. The Subscriber(s) hereby permits DEN to disclose all or any of the information of the Subscriber(s) with employees, agents, directors, auditors and other officials of

Subscriber(s) or group companies including subsidiary, holding or any other person necessary for rendering the Service to Subscriber(s) or for any other purpose, whatsoever. Thus, the Subscriber(s) hereby agrees and confirms that in pursuance to approval granted by Subscriber(s), DEN shall enjoy full right and authority to share all or any of the information pertaining to Subscriber(s) with such persons/ groups or entities as DEN may consider necessary for business purpose or for any other reason.

47. The Subscriber(s) agrees that the above terms and conditions may be changed by DEN at any point of time in its sole discretion.

48. All notices given hereunder shall be in writing, by personal delivery or speed post, at the address of DEN as mentioned on the application form.

49. 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 the Authority and/ or any other regulatory body, government agency having jurisdiction over the affairs of DEN or its LCOs and otherwise.

III. Customer care number, name, designation of the Nodal Officer and e-mail, contact telephone number, facsimile number and address of the Nodal Officer.

Consumer Care Number: 18004192020

List of Nodal Officers (State wise): A list of the Nodal Officers of following States along with contact details is given below. The customers can approach the Nodal Officers of their States through the below mentioned number/ address and other modes prescribed.

State	Nodal Officer's Name
Delhi NCR	Sourav Roy Chaudhry
Gujarat	Harshil Shukla
Karnataka	Kishore KP
Kerala	Anu S
Maharashtra	Rohit Kanitkar
Uttar Pradesh	Shamim Akhtar

West Bengal	Subir Bahadur
Uttrakhand	Anshul Agarwal
Bihar	Rakesh Kumar
Jharkhand	Mohd Aazif
Haryana	Rakhi Sharma

Phone: 120- 6175028

Email: nodalofficer@denonline.in

Telephone No: 011 – 40522200

Facsimile No: 011 – 400522203

IV. Procedure and benchmark for redressal of complaints through complaint center and procedure to approach Nodal Officer.

All complaints should be responded within 8 hours of receipt of the complaint. Complaints received post 8 PM should be responded before 4PM the next day.

Following are the complaint redressal time line:

Complaint Type	Touch Points	Timeline
No Signal	Toll Free Number – 18004192020 Website – www.dennetworks.com E-mail Id – wecare@denonline.in	24 hours
Billing related complaints	Toll Free Number – 18004192020 Website – www.dennetworks.com E-mail Id: -wecare@denonline.in wewffdfdfwwwecare@denonline.in wecare@denonline.in	7 days In case of refund – 30 days from date of complaint
All other complaints	Toll Free Number – 18004192020 Website – www.dennetworks.com www.dennetworks.com	48 Hours

E-mail Id – wecare@denonline.in wecare@denonline.in
For escalation of any complaint or grievance, please call on DEN's Nodal Helpline 120 6175028

Note – In case any complaint remain unresolved with in the above mentioned timelines, we will notify the reason for delay along within the specific date of resolution to the customer.

If the customer is dissatisfied with the resolution or the complaint remains unresolved, he can escalate the issue to the DEN Nodal officer through the afore - mentioned medium, Contact Number, E-mail, Facsimile number or Paper Mail on the Nodal officer address.

The Nodal officer will resolve the complaint within 10 (Ten) days of receipt of the complaint.

V. Instruction for activation and operation of Set Top Box.

For activating your Set Top Box please call our Toll free Customer Care Number on 1800 419 2020 or get in touch with your local Cable Operator.

BASIC OPERATIONS:

1. Set Top Box Power On and Standby

Power On

1. Press<Power>key. The first channel will be automatically tuned.
2. If any favorite channel has been setup, the favorite channel will be automatically tuned.

Standby

1. If you press<Power> key while watching the TV, your DEN Set Top Box goes to standby mode.
2. Pressing<Power>key again will take you back to previous screen from where it went to standby mode.

Tuning to Channels

RCU<CH+/->Keys

1. Press <CH+/CH->key to change the channel while watching the TV. Programme banner is displayed when there is a successful channel change.

Direct Channel Access

1. For Direct Channel Access, please enter the channel number, using the numeric keys on the remote. If an invalid channel number is entered, the channel will not be changed.
2. Programme banner disappears when the channel number is entered.

RCU<BACK>Key

1. Pressing again<BACK>key from Live TV will remove the programme banner.
2. Pressing again <BACK>key from Live TV will tune to the last viewed channel.

Viewing Experience

Audio and Subtitle Language

1. Pressing<LANGUAGES>key toggles the display of "Audio and subtitle Language" popup.
2. Language options are "English", "Hindi", "Tamil" and "None".
3. Use </> key to change the highlighted language options.
4. Use </> key to highlight the required options.

Available only when channels are available in dual language or with subtitles.

Volume and Mute

1. Press<VOL+VOL-> key to increase or decrease the volume. A vertical volume bar is displayed.
2. Press <MUTE> key to turn the audio off. A mute icon is displayed when the channel is on mute. In order to reactive the sound press mute key again or press.

Screen Saver

1. The screen saver appears after time out. Screen is disappeared until any key is pressed from the screen saver.
- The screen saver is not activated when full screen TV is viewed.
 - The default time-out value is 5 minutes.
 - The screen saver is configurable from [User Settings/Personal Settings menu]

Special keys from Live TV

1. Pressing<GUIDE> key displays the "Programme Guide" screen and full screen video will tune quarter screen. By default current event is highlighted and respective synopsis is displayed at the bottom of the screen.

2. You can select programmes as per genres & upon selecting<OK> key programming guide is displayed.

3. Pressing <FAVOURITES> key will tune to the first favourite channel. Using FAV key will tune to next favorite channels available if any.

- The channel name is displayed at top of programme banner.
- The channel event listing is listed below under the channel name.

For detailed operation of DEN Set Top Box, kindly refer to your User Handbook or DEN User Manual available on website.

VI. The details of duties and obligations of the multi-system operator or its linked local cable operator and rights and duties of the subscriber as specified in these regulations.

The obligations of DEN Networks Limited (DEN) and its associated Linked Cable Operators (LCOs) are given below:

1. DEN should act immediately on the applications received by it for seeking connection, disconnection and reconnection or shifting of Cable Tv connection or intending to obtain or return STB at a place located within the area of operation of DEN or its LCOs immediately but not later than 2 (two) days of the receipt of the application. However, if any shortcoming or deficiency in the application is observed, the same will be communicated in writing to the applicant within 2 days of receipt of the application.
2. In case it is technically or operationally non-feasible to provide connection, reconnection, shifting of service or supply of set top box at the location where the services are requested by the applicant, DEN or its LCOs will inform the applicant within 2 (two) days of receipt of application indicating the reasons.
3. DEN or its LCOs should give a prior notice of 15 (fifteen) days to the consumers if it takes off the air or discontinue exhibition of any channel on its network. However, no notice is required if the discontinuation happens because of any natural calamities or reasons beyond the control of DEN.
4. DEN or its LCOs will redress the complaints of consumers within the time limits as defined under the relevant regulations issued by the Authority of India in this regard.
5. A consumer may approach the Nodal officer appointed by DEN in case the consumer is unsatisfied with the resolution provided by the compliant

center. The Nodal officer will redress the complaints within 10 (ten) days from the date of receipt of complaint.

6. DEN should offer Cable TV services on both pre-paid and post-paid payment options to the consumers and will be responsible for generation of bills for the consumers.
7. DEN either directly or through LCOs should give bills to consumers for charges due and payable by consumers on monthly basis in the manner as defined in the relevant regulations.
8. DEN should provide itemized details to the pre-paid consumers on receipt of request at a reasonable cost for any period pertaining to last 6 months from the month in which request is made.
9. DEN should change the payment plan from pre-paid to post-paid or vice-versa on receipt of request from consumers within 30 days at no extra charge. However, in case of post-paid bills, the consumers shall clear the outstanding amount/ dues, if any before placing any request for conversion from post-paid into pre-paid model.
10. DEN should establish a website which should contain the information pertaining to services offered by DEN and details of complaint center, Nodal Officers, Consumer Charter etc.

The subscribers/ consumers are entitled to the following rights as specified under the relevant regulations issued by Telecom Regulatory Authority of India and other rights as may be available to them:

1. The Consumers are entitled to subscribe to the Basic Service Tier (a package composed of minimum 100 Free-To-Air channels) and/ or any other package/ bouquet as may be offered by DEN from time to time. Further, the Consumers can subscribe the channels from DEN on a-la-carte basis.
2. Consumers who have submitted complete applications to DEN or its LCOs are entitled to receive the cable services from DEN provided there is not any technical, operational limitation and the consumers satisfy and adhere to the terms & conditions, requirements etc laid down by DEN and its LCOs for providing cable services.
3. Consumers shall be entitled to receive a prior notice of 15 days before disconnection of cable services along with reasons. The consumers shall be entitled to receive a prior notice of 3 days if any facilitative maintenance work is carried out which cause disruption in signals up to 24 hours or a prior notice of 15 days if such disruption is likely to last more than 24 hours.

4. Consumers shall be entitled to obtain a copy of Manual of Practice and Consumer Charter at the time of subscription of service from DEN and its LCOs.
5. A consumer is entitled to reduction in the monthly subscription charges payable by it to the amount equivalent to the a-la-carte rate of such channel from the date of discontinuation of the channel if any channel which is a part of a package subscribed by a consumer becomes unavailable on the network of DEN and the channels have not been replaced.
6. Consumers are entitled to receive a prior notice of 15 days if DEN takes off the air or discontinue exhibition of any channel on its network. However, DEN shall not be required to give any notice if any discontinuation happens because of any natural calamities or reasons beyond the control of DEN.
7. Consumers are entitled to approach the customer care team of DEN and its LCOs for redressal of complaints. The complaints should be readdressed by the said team within the time limits and manner as defined in the regulations issued by Authority in this regard. Additionally, consumers can approach the Nodal Officers appointed by DEN for every State where services are present in case the consumers are not satisfied with the solution provided by customer care team.
8. Consumers can opt for any of the Standard Tariff Package Scheme prescribed under the regulations/ orders issued by Authority and any other scheme/ tariff package framed by the DEN.