

Inter connection Agreement

Interconnect Agreement

This Technical and Commercial Interconnection Agreement along with its Schedules and Annexures is executed On this -----by and between:

M/s. **MALNAD INFOTECH PVT LTD**, a company incorporated under the companies act, 1956 having its Corporate office at **4th FLOOR CLASSIQUE ARCADE, K S RAO ROAD, MANGALORE 575 001**, through its Authorized Signatory, herein after referred to as the “MSO” which expression shall unless repugnant to the context or meaning thereof, be deemed to include its successors, assignees, legal heirs and executors of the **ONEPART**.

AND

M/s. having its office at, represented by its Proprietor/Authorized Signatory “LCO” which expression shall unless repugnant to the context or meaning thereof, be deemed to include its successors, assignees, legal heirs and executors, of the **OTHERPART**.

The **MSO** and the **LCO** are hereinafter individually referred to as “Party” and collectively referred to as “**Parties**”,

WHEREAS

A. The **MSO** is a Multi System Operator, who has been granted Registration No. 9/488/2016–DAS dated 16th June 2017 under the Cable Television Networks Rules, 1994, by the Ministry of Information and Broadcasting, for providing cable TV services through digital addressable systems **vide Notification No. 2534 (E) dated November 11, 2011 notified by the central Government under section 4A of the Cable Television Networks (Regulation) Act, 1995.**

B. The **LCO** is a cable operator, who has been granted registration under the Cable Television Networks Rules, 1994, having postal registration No..... dated..... in the Head Post office of for providing Cable TV Services in.....(A copy of the same has been attached herewith)

c. The **LCO** has requested the **MSO** for making available signals of TV channels and the **MSO** has agreed to provide signals of TV channels to such **LCO**.

D. TERRITORY: Territory in the context of this agreement is.....

E. The Parties have mutually agreed to execute this Agreement–on principal to principal and non–exclusive basis – between them to govern the roles, responsibilities, rights, obligations, technical and commercial arrangement regarding the distribution of TV channels in the Territory.

F. The Parties also mutually agree that each and every transaction including transaction of any properties/assets between the Parties shall be carried out in writing or in any other verifiable means.

NOW, THEREFORE, in consideration of the foregoing and the mutual covenants contained herein, the Parties agree as follows: –

1. DEFINITIONS AND INTERPRETATION

A. DEFINITIONS

In the Agreement unless the context requires otherwise, the following words and expressions shall have the meanings set out herein below:

(a) “Act” means the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);

(b) “**Addressable System**” shall have the same meaning as assigned to it in the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017;

(c) “**Authority**” means the Telecom Regulatory Authority of India established under subsection (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);

(d) “**Basic Service Tier**” means a bouquet of free to air channels as referred to in the Tariff Order;

(e) “**Bouquet**” or “bouquet of channels” means an assortment of distinct channels offered together as a group or as a bundle and all its grammatical variations and cognate expressions shall be construed accordingly;

- (f) **“Broadcaster”** means a person or a group of persons , or body corporate, or any organization, or body who, after having obtained, in its name, down linking permission for its channels, from the Central Government, is providing programming services;
- (g) **“Cable Service”** or “cable TV service” means the transmission of programs including retransmission of signals of television channels through cables;
- (h) **“Cable Television Network”** or **“Cable TV Network”** means any system consisting of a set of closed transmission paths and associated signal generation, control and distribution equipment, designed to provide cable service for reception by multiple subscribers;
- (i) **“Customer Care Center”** means a department or a section or a facility established under QOS regulations;
- (j) **“CTN Act”** means the Cable Television Networks (Regulation) Act, 1995 (7 of 1995);
- (k) **“Encryption or Encrypted”** in respect of a signal of cable television network, means the changing of such signal in a systematic way so that the signal would be unintelligible without use of an addressable system and the expression “unencrypted” shall be construed accordingly;
- (l) **“Free-to-air Channel”** shall have the same meaning as assigned to it in the Tariff Order;
- (m) **“Hardware”** means a multi-system operator approved set top box to enable the decryption of signals of Channels transmitted in encrypted form, the remote and other associated components and accessories;
- (n) **“Headend”** means a facility that contains satellite receivers, modulator, compression equipment, multiplexes, and conditional access facilities, other transmission equipment and has antennas which receive signals from Satellite and/or from local studio for retransmission to subscribers directly or through linked LCOs;
- (o) **“Interconnection Regulation”** means the Telecommunication (Broadcasting and

Cable) Services Interconnection (Addressable Systems) Regulations,2017;

(p) **“Manual of Practice (MOP)”** means the Manual of Practice as referred to in the QoS Regulation;

(q) **“PayChannel”** shall have the same meaning as assigned to it in the Tariff Order;

(r) **“Piracy”** means unauthorized reception, retransmission or redistribution of Cable TV Signal by any person by any means and modes including but not limited to any alteration, tampering of the seal or any component or accessory thereof or misuse, replacement, removal and/or shifting of Hardware or any use, either before or after the set top box, any decoding, receiving, recording equipment(s), counterfeit or unauthorized devices or any activity, which has the effect of, or which may result into, Infringement and violation of trademark and copyright of the MSO or the LCO as the case may be;

(s) **“Programme”** means any television broadcast and includes–

(i) exhibition of films, features, dramas, advertisements and serials,

(ii) any audio or visual or audio–visual live performance or presentation, and the expression “programming service” shall be construed accordingly;

(t) **“QoS Regulation”** means the Telecommunication (Broadcasting and Cable) Services. Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations,2017;

(u) **“Set Top Box” (STB)** means a device, which is connected to or is part of a television receiver and which enables a subscriber to view subscribed channels;

(v) **“Smartcard”** means the card duly approved by the multi system operator as part of the Hardware, which enables the subscriber to gain access to the Cable TV signals of Channels.

(w) **“Subscriber”** for the purpose of these regulations, means a person who receives broadcasting services, from a distributor of television channels, at a place indicated by such person without further transmitting it to any other person and who does not cause the signals of television channels to be heard or seen by any person for a

specific sum of money to be paid by such person, and each set top box located at such place, for receiving the subscribed broadcasting services, shall constitute one subscriber;

(x) **“Subscriber Management System”** means a system or device which stores the subscriber records and details with respect to name, address and other information regarding the hardware being utilized by the subscriber, channels or bouquets of channels subscribed by the subscriber, price of such channels or bouquets of channels as defined in the system, the activation or deactivation dates and time for any channel or bouquets of channels, a log of all actions performed on a subscriber’s record, invoices raised on each subscriber and the amounts paid or discount allowed to the subscriber for each billing period;

(y) **“Tariff Order”** means the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017;

(z) **“Trunk Line”** means the coaxial/optic fiber cable network and other allied equipment such as receiver nodes, amplifiers, splitters etc., owned and installed by the multi-system operator or its associate companies for the purpose of transmitting Cable TV Signal to various LCOs till the receiving end of various LCOs, including the ICO, to enable them to re-transmit the Cable TV Signal to respective subscribers;

All other words and expressions used in this interconnection agreement but not defined, and defined in the Act and rules and regulations made there under or the CTN Act and the rules and regulations made there under, shall have the meanings respectively assigned to them in those Acts or the rules or regulations, as the case maybe.

A. INTERPRETATION

In this Agreement, unless the context otherwise requires:

(a) Any reference to the singular in the Agreement shall include a reference to the plural and vice versa and words importing one gender only shall include all other

genders unless the context otherwise requires;

(b) The word "person" shall include individuals, corporations, partnerships, association of persons and any other entities;

(c) Any references to article, clauses, sub-clauses, appendices, annexure and schedules are references to Articles, clauses, sub-clauses, appendices, annexure and schedules to the Agreement unless the context otherwise expressly provides;

(d) References to a "month" are to a calendar month;

(e) Headings and titles are for ease of reference only and shall not affect the interpretation of this agreement and in no way be read to give a construction not harmonious with the interpretation of various clauses of this agreement done otherwise independent of the title.

(f) Any reference to law, regulation, statutory provision, order, guideline, policy, etc, includes references to such law or regulation or provision, order, guideline, policy, etc., as modified, codified, amended or re-enacted from time to time.

2. TERM OF THE AGREEMENT

2.1 The Agreement shall commence on _____ and remain in force till Three Year i.e. till _____ or the date of expiry of registration of the **MSO** or the **LCO**, as the case may be, whichever is earlier, unless terminated by either Party as per the terms and conditions of this Agreement.

2.2 The duration of the agreement may be extended on fresh terms and conditions to be mutually agreed between the parties and recorded in writing provided that the extended terms does not go beyond the last date of validity of registration of the **MSO** or the **LCO** whichever is earlier.

3. TERMINATION OF THE AGREEMENT

3.1 Either Party has a right to terminate the Agreement by serving a notice of 21 days in advance in writing to the other Party in the event of:

3.1.1 material breach of the Agreement by the other Party which has not been cured within 15 days of being required in writing to do so; or

3.1.2 the bankruptcy, insolvency, or appointment of receiver over the assets of other Party; or

3.1.3 the other Party indulging in, or allowing or inducing any person to indulge in piracy or carrying programming service provided on the channel which is in violation of the Programme & Advertising Codes prescribed in the Cable Television Network Rules, 1994, as amended from time to time.

3.2 The LCO has a right to terminate the Agreement in the event of the MSO discontinuing the business of re-transmission of signals of TV channels in the Territory.

3.3 The MSO has a right to terminate the agreement in the event of the LCO discontinuing its cable TV business in the Territory.

3.4 If the MSO decides to discontinue the business of re-transmission of signals of TV channels in the Territory for any reason, it shall give a notice in writing, specifying the reasons for such decision, to the LCO at least 90 days prior to such discontinuation.

3.5 If the LCO decides to discontinue its business of providing signals of TV channels to the subscribers in the territory, it shall give a notice in writing, specifying the reasons for such decision, to the MSO at least 90 days prior to such discontinuation.

4 EFFECT OF TERMINATION AND EXPIRY

4.1 In the event of termination or expiry of the term of the Agreement, as the case may be, at the instance of either Party, each Party shall pay all amounts due and payable up to the date of termination or expiry to the other Party.

4.2 The LCO shall, within 15 days of the termination or expiry of the term of this Agreement, as the case may be, in terms of the provisions mentioned herein, hand over to the MSO all properties and assets including

STB's belonging to the MSO, which are in the custody of the LCO. The LCO shall also be liable to make good all the losses or damages, if any, caused to such properties and assets belonging to the MSO, in custody of the LCO, within 30 days from the receipt of notice to this effect from the MSO and in the event of inability of LCO to repair such properties/assets, the LCO shall pay to the MSO the depreciated value of such properties/assets.

Explanation: – The clause 4.2 and 4.3 above shall not have any application in respect of Hardware or any other equipment belonging to the MSO or the LCO, as the case may be, which are installed at the premises of the subscribers.

4.3 If the LCO fails to hand over the assets or make good losses or damages caused to such properties and assets within the above stipulated period, the defaulting Party shall be liable to make payment for the depreciated value of the same together with simple interest calculated at the rate of 2% over and above the base rate of interest of the State Bank of India.

5 PROVISIONING OF SERVICES

5.1 The MSO shall make available signals of TV channels to the LCO, on non-exclusive basis, in order to re-transmit the same to the subscribers in the Territory, in terms of this agreement and as per prevailing norms, policies, the applicable laws and rules, regulations, directions and orders of the concerned authorities.

5.2 The LCO shall carry signal of TV Channels received from the MSO, on Non – Exclusive basis, for distribution to the subscribers in the territory.

5.3 The Parties shall compulsorily transmit, re-transmit, or otherwise carry any channel, content or programme only in encrypted mode through a digital addressable system strictly in terms of and in accordance with the applicable laws and regulations.

5.4 The roles and responsibilities of the Parties to the Agreement for provisioning of services are contained in clause 10 of this Agreement.

5.5 In consideration of the roles and responsibilities mentioned in clause 10 of this Agreement, the revenue settlement between the LCO and the MSO have been mentioned in the clause 12 of the Agreement.

6 RIGHTS OF THEM SO

6.1 The MSO shall continue to have a right of ownership of its network including all the STB's that are used to deliver the cable TV services under this agreement and it may expand/ upgrade/change/replace/re-design any part or entire network subject to the condition that any such activity does not interrupt or degrade the Quality of Service provided to the subscribers.

6.2 The MSO shall sign the interconnection agreement with broadcasters for re-transmission of signals of TV Channels as per prevailing norms, policies, the applicable laws and rules, regulations, directions, and orders of the concerned authorities.

6.3 The MSO shall have the right to finalize the maximum retail price of each channel, as payable by the subscriber in compliance with the provisions of applicable laws and rules, regulations and tariff orders.

6.4 The MSO shall have the right to package the channels/ services offered on the network, as per its business plan and as per prevailing norms, policies, the applicable laws and rules, regulations, and tariff orders.

6.5 The MSO shall have right to finalize the rate of **Basic Service Tier (BST)** in compliance with the provisions of the applicable tariff orders and regulations notified by the Authority from time to time.

6.6 The MSO shall have the right to finalize the rates of bouquets of channels, if offered by the MSO, in compliance with the provisions of the

applicable tariff orders and regulations notified by the Authority.

6.7 The MSO shall have the right to get all requisite information from the LCO for fulfilling its responsibilities under the Agreement, and the applicable orders and regulations.

7 RIGHTS OF THE LCO

7.1 The LCO shall continue to have its right of ownership of its network used to deliver the cable TV services under this agreement and it can expand / upgrade / change / replace / re-design any part or entire network subject to the condition that any such activity does not interrupt or degrade the Quality of Service offered to the subscriber on its network.

7.2 The LCO shall have right to get all the requisite information from the MSO for fulfilling its responsibilities under the Agreement, and the applicable orders and regulations.

8 OBLIGATIONS OF THE MSO

8.1 MSO shall set up and operationalize the Headend, Conditional Access System (CAS) and Subscriber Management System (SMS) for ensuring efficient and error-free services to the subscribers by recording and providing individualized preferences for channels, billing cycles or refunds.

8.2 The MSO shall make available to the LCO, the necessary and sufficient information relating to the details of channels, bouquets of channels, and services offered to the subscribers including their prices.

8.3 The MSO shall provide web-based grievance redressal mechanism for addressing the complaints of LCOs in relation to the provision of services, roles and responsibilities, revenue settlements, quality of services etc.

8.4 The MSO shall not issue pre-activated STBs and the STBs shall be activated only after the details of the Consumer Application Form (CAF) have been entered in the SMS.

8.5 The MSO shall generate bills for subscribers on regular basis on behalf of the LCO, for charges due and payable for each month or as per the

billing cycle applicable for that subscriber, within 3 days from the end of the billing cycle.

8.6 The MSO shall provide access to the relevant part of the SMS under its control to the LCO for fulfilling responsibilities by the Parties under the Agreement, and the applicable orders and regulations.

8.7 The MSO shall not indulge in any piracy or other activities, which has the effect of, or which shall result into, infringement and violation of trade mark and copyrights of the LCO or person associated with such transmission.

8.8 The MSO shall comply with all the applicable statutes or laws for the time being in force, or any rules, codes, regulations, notifications, circulars, guidelines, orders, directions etc, issued, published, or circulated under any law for the time being in force.

8.9 The MSO shall not do any act or thing because of which, any right or interest of the LCO in respect of cable TV signals under this Agreement or any property of the LCO may be infringed or prejudiced.

8.10 The MSO shall be responsible for re-encryption of the complete signal, upto the STB installed at the premises of the subscriber.

8.11 The MSO shall not disconnect the signals of TV Channels, without giving three weeks' notice to the LCO clearly specifying the reasons for the proposed disconnection as envisaged in the Interconnection Regulation.

8.12 The MSO shall make available online payment gateway and facility for electronic acknowledgement to the subscriber on the receipt of payment from the subscriber.

8.13 The MSO shall provide to the LCO at least 2% of the total STBs active in the network of the LCO with an upper cap of 30 STBs as maintenance spare, which are not pre-activated, to ensure speedy restoration of services affected due to any fault in STB. This quantity of maintenance spare STBs shall be maintained during the term of the agreement.

8.14 The MSO shall intimate to the LCO, at least 15 days in advance, in respect of any proposed changes in the package composition or the retail tariff being offered to the subscriber.

8.15 The MSO shall have no right, without the prior written intimation to the LCO, to assign or transfer any of its rights or obligations under this Agreement.

8.16 The MSO shall have the right to inspect the premises of the LCO to satisfy itself with regard to fulfillment of the conditions, on the part of the LCO, mentioned in this Agreement;

8.17 The MSOs shall have the right to physically verify the network, from time to time.

8.18 The MSO reserves their right to revise the mode percentage mentioned in clause 12 of this agreement of sharing of revenue with the LCO.

8.19 To claim or recover inactive hardware (Set Top Box) supplied by the MSO to the LCO or to recover equivalent liquidated damages for such hardware (Set topBox).

9 OBLIGATIONS OF THE LCO

9.1 The LCO shall hand over a copy of CAF received from subscribers within 15 days to the MSO;

9.2 The LCO shall be responsible for entering the details of the bill amount paid by the individual subscriber to the LCO for the Cable TV services in the SMS.

9.3 The LCO shall not indulge in any piracy or other activities, which has the effect of, or which shall result into, infringement and violation of trade mark and copyrights of the MSO, or any other person associated with such re-transmission.

9.4 The LCO shall have no right, without the prior written intimation to the MSO, to assign or transfer any of its rights or obligations under this

Agreement.

9.5 The LCO shall not replace the STBs of the MSO with the STBs of any other MSO without receiving the requests from the subscribers through application forms for returning the STB of the existing connection and for providing new connections through Customer Application Form. The new STB shall be activated only after entry of the details, as provided in new Subscriber Application Form, into the Subscriber Management System of the new MSO,

9.6 The LCO shall-

9.6.1 Not transmit or re-transmit, interpolate, or mix any signals which are not transmitted or generated by the MSO without the prior written consent of the MSO;

9.6.2 Not insert any commercial or advertisement or information on any signal transmitted by the MSO. Any such tampering of signals or interpolating of signals shall be deemed to be a violation of this Agreement and shall constitute sufficient cause for termination of this Agreement by the MSO by giving such notice as prescribed under the law or under this agreement;

9.6.3 Not interfere in any way with the signals provided by the MSO and not use any decoding, receiving, recording equipment(s), counterfeit set top box and any other like equipment's;

9.6.4 Not alter or tamper the Hardware including the seal (seal to prevent

Opening of set top box), misuse, replace, remove and shift the STB without the written consent of MSO from their respective original addresses;

9.6.5 Not use, either before or after the installation of STB, of any

decoding, receiving, recording equipment(s), counterfeit set top box(es), other than the STB(s), and any other equipment supplied / approved by the MSO, and to take actions as directed by the MSO against such subscribers.

9.6.6 Intimate the MSO promptly about any alteration, tampering with the Hardware including the seal, misuse, replacement, removal and shifting of STBs, without the written consent of MSO, from their respective original addresses and also about the use, either before or after the STBs, of any decoding, receiving, recording equipment(s), counterfeit set top box(es) other than the STB(s) and any other items of Hardware supplied by the MSO, and to take actions as directed by the MSO against such subscribers.

9.7 The LCO shall not provide connection to any entity for further re-transmission of the Cable TV signals.

9.8 The LCO shall not record and then re-transmit Cable TV signals or otherwise to block or add or substitute or otherwise tamper with the signal being transmitted by the MSO or with the trunk line nor shall allow any other person to do so.

9.9 The LCO shall not do any act or thing because of which, any right or interest of the MSO in respect of the Cable TV signals under this Agreement or any property of the MSO may be infringed or prejudiced.

9.10 The LCO shall permit access to the systems under its control to the MSO, on nonexclusive basis, for fulfilling responsibilities by the Parties under the Agreement, and the applicable orders and regulations.

9.11 The LCO shall not disconnect the signals of TV Channels, with out giving three weeks' notice to the MSO clearly specifying the reasons for the proposed disconnection as envisaged in the Interconnection Regulation.

9.12 The LCO understand that they have been given only the license to use the hardware(set top box) supplied to them to be installed in the premises of end user. Neither the LCO nor the end user has any right over the hardware (Set Top Box) supplied to them. The LCO further undertakes that upon the termination of this agreement, to return the Hardware (Set Top Box) to the MSO.

9.13 The LCO further undertakes that the hardware(Set top box) supplied to them absolutely belongs to the MSO always, for subscribers who have selected the scheme of one-time subscriber entry fee.

9.14 The LCO undertakes to return the hardware (Set top Box) to the MSO in the event the respective hardware (Set top Box) is deactivated from service for any reasons.

9.15 The LCO undertakes that in case of failure to return the STB to the MSO, the LCO would be liable to compensate the actual cost of replacement of the hardware (on such date of failure) to the MSO.

9.16 The LCO shall strictly adhere and enforce the provisions of Standard of Quality of services regulations and Consumers Complaint Redressal Regulations for Digital Addressable System prescribed by Telecom Regulatory Authority of India (TRAI).

9.17 The LCO will not claim any right, assignment, ownership, or lien on the Set Top Boxes provided by the MSO to the subscribers, either directly or through the LCO, and returnable to the MSO on termination of service provided to the respective subscribers or termination of this agreement, in working condition, whichever is earlier.

9.18 The LCO shall not do any act or thing because of which, any right or interest of the MSO in respect of the Cable T.V. signals under this Agreement or any property of the MSO may be infringed or prejudiced.

9.19 The LCO shall have no right, without the prior written consent of the MSO, to assign or transfer any of its rights or obligations under this

Agreement. Any breach, actual, potential or threatened of this clause, shall entitle the MSO to terminate this Agreement and to take any other measures as may be appropriate under the law after giving the prescribed notice.

9.20 Hardware Obligation:

The LCO has been issued STB's of (Name) make with features which costs in the market around Rs...../- the MAC IDs of the STBs issued are given hereunder:

Serial No.:

MAC ID

From:

From:

To:

To:

Under a specific scheme the boxes are provided to the LCO for simple usage on specific guidelines after collecting one time activation charges of Rs. on a case to case basis.

LCO hereby undertake and confirm that all STB's are owned by the company that only and the LCO or the end customer shall have no right/ or lien to ownership other then right to enjoyment. Hence this STB hardware shall be given back to the MSO either upon termination or otherwise in 'as is whereas' condition. LCO shall indemnify MSO from any misuse tampering etc., of STB's features or the hardware as such in any manner.

ANNEXURE A

10. ROLES AND RESPONSIBILITIES OF THE MSO AND THELCO:

Sl.No	Role	Responsibility of the MSO or the LCO as mutually agreed by the parties	Remarks
1	Publicizing schemes for obtaining and returning the Set Top Boxes (STBs) by the subscriber and the warranty/ repairing policy applicable thereof.	MSO	
2	Devising formats of application as specified in the schedule of the QoS regulations for seeking connection, disconnection, reconnection, transfer, and shifting of Cable TV services;	LCO/MSO in case of E- CAF	
3	Publication of Manual of Practice (MoP)	MSO	
4	Publication of Consumer Charter.	MSO	
5	Setting up of Website containing information pertaining to services, details of complaint center, complaint redressal system, complaint monitoring system, citizen charter, nodal officer etc.	MSO	
6			
A	Establishment of Complaint center for		
	(i) addressing service requests of subscribers,	LCO	
	(ii) redressal of complaints of subscribers.	LCO	
b	Establishment of web-based Complaint Monitoring system.	MSO	
c	Providing Toll free Consumer Care Number and its publicity.	MSO	

d	Maintenance of records of all complaints filed by the consumer as provided in the Complaint Redressal Regulations.	MSO and / or LCO	In case this responsibility is given to the MSO then the MSO shall communicate to the LCO the details of complaint center for onward communication to subscribers.
7	Specification of a system of discount or rebate to the subscriber due to interruptions in service and creating awareness about such scheme.	LCO	
8			The Party who has been assigned this responsibility shall update the information in the Subscriber Management System (SMS) in each case within 24 hours from the receipt of the application.
a	Providing information to the subscriber about the schemes for obtaining and returning the STB and the warranty/ repairing policy applicable thereof.	MSO	
b	Providing of the application form along with the MOP to the applicants/ subscribers and	LCO	
c	Receiving of application form from applicants/ subscribers for		
	(i) connection, reconnection, transfer, and shifting of Cable TV	LCO	
	(ii) obtaining and returning of STB.	LCO	
d	Returning of the duplicate copy of the application form to the applicant/ subscriber as an acknowledgment of receipt of application.	LCO	
e	Communication of shortcomings or deficiency, in the application form, in writing to the applicant, within 2 days of receipt of the application.	LCO	

f	Communication of technical or operational non-feasibility to the applicant, in case it is technically or operationally non-feasible to provide connection, reconnection, shifting of service or supply of STB at the location, where the services are requested by the applicant, within 2 days of receipt of the application.	LCO	
9	Issue of Unique Identification Number (UIN) for the applicant.	MSO	The UIN shall be generated from the SMS. In case the responsibility is assigned to the LCO then the relevant access of the SMS should be provided by the MSO to the LCO.
10	Installation of STB at the premises of the subscriber and activation through SMS.	LCO	in case the responsibility is assigned to the LCO then the MSO should provide relevant access to SMS for STB activation.
11	Providing rebate to the subscriber for delay in installation and activation of STB.	LCO	
12	Issuance of advance notice, of 15 days regarding discontinuing or disconnection of cable service to the subscriber, indicating the reasons for such discontinuation or disconnection.	LCO	
13	Receipt of request from the subscriber for disconnection or suspension of service and its execution through SMS.	LCO	
14	Receipt of request for change in subscription package from the subscribers and its execution through SMS.	LCO	
15	Notice to the Subscribers regarding disruption of signals for preventive	MSO	

16	Response to the consumer complaints as per norms of the QoS regulations.	LCO	The complaints received by the Party shall be immediately updated in the web based complaint monitoring system so that the necessary corrective action can be taken by the Parties in time and the same can be monitored by the complainant.
17	Redressal of consumer complaints as per the norms of the QoS regulations: -		The complaints redressed by the Party shall be immediately updated in the web based complaint monitoring system.
	(i) relating to 'No signal';	MSO and / or LCO	
	(ii) relating to STB;	MSO and / or LCO	
	(iii) relating to subscriber's billing and receipts;	LCO	
	(iv) any other complaint.	LCO	
18	Designation of nodal officer as per the provisions of the consumer complaint	MSO	
19	Communication to subscriber about Redressal of the complaint received from the Authority.	MSO / LCO	
20	Printing and delivery of system generated itemized bills to subscribers.	MSO/LCO	
21	Delivery of payment receipts to subscribers.	MSO / LCO	
22	Electronic acknowledgement to subscriber.	MSO	

23	Providing information relating to itemized usage showing actual usage of service in case of prepaid bills for any period within 6months.	MSO/ LCO	The requests received by the LCO shall be immediately updated in the SMS so that the MSO can provide the requisite details to the subscriber intime
24	Payment of taxes to the Government	MSO and/ or LCO	shall ensure that the applicable laws, rules and regulations relating to taxes are complied with and pay the taxes for their revenue share as mentioned in clause 12 respectively

11. BILLING

11.1 The billing for subscriber shall be in the name of subscriber routed through LCO. However, each Party shall ensure that the applicable laws, rules, and regulations relating to taxes are complied with.

11.2 The Party, in whose name the billing for subscribers have been agreed in the clause above, shall receive the payment of the subscription fee paid by the subscribers. The revenue shares as per clause 12.1 of this Agreement shall be paid by the LCO to the MSO on receipt of the invoice from the MSO.

11.3 The LCO shall pay the Subscription Amounts for each month to the MSO for the Pay Channels in accordance with the statement furnished to him by the MSO according to the billing system. The Subscription Amounts will be based on the number of subscribers subscribing to each channel or bouquet of channels.

11.4 The LCO will also collect Installation charges for the Hardware or any other amount as may be specified by the MSO from the subscribers concerned.

12. REVENUE SETTLEMENT BETWEEN THE LCO AND THE MSO AND RELATED RIGHTS AND OBLIGATIONS

12.1 The revenue settlement between the LCO and the MSO shall be in the following manner:-

- a. Network capacity fee amount shall be shared in the ratio of 55:45 for 130 Package and for other Packages between multi system operator and local cable operator respectively.
- b. The distribution fee amount shall be shared in the ratio of 50:50 for 130 Package and for other Package between multi system operator and local cable operator respectively.

12.2 The MSO shall issue monthly invoice to the LCO towards dues payable by the LCO for revenue settlement and such invoice shall clearly specify the current payment dues and arrears if any, along with the due date of payment which shall not be less than seven days. Any demand of arrears shall be accompanied by the proof of service of invoices for the period for which the arrears pertain. The amounts raised in the invoice shall be payable on or before the due date as mentioned therein.

12.3 The LCO shall update the details of the subscription amount realized from the subscriber, in the SMS within 7 days from the due date.

12.4 All Taxes pertaining to the share of the LCO to be borne by the LCO only.

13. DEFAULTS

13.1 Without prejudice to such rights and remedies that the MSO may have in law or under the provisions of this Agreement, in the event of any delay or failure by the LCO, to make payments of dues on or before the respective due dates, the MSO, shall have the right:-

13.1.1 To disconnect the services subject to the compliance of the applicable rules, regulations, directions or orders of the Authority;

13.1.2 to charge a simple interest at the rate of 2% over and above of the base rate of interest of the State Bank of India from the date such amounts became due until those are fully and finally paid;

13.1.3 To appoint another LCO, other than the defaulting LCO, for the Territory Provided however, that the MSO may, at its discretion, waive its, right to disconnect the service and to terminate this Agreement, upon such terms and conditions as the MSO may deem fit and proper, which shall, inter-alia, include the receipt by the MSO.

13.2 In case where the LCO has failed to make payment on or before due date for three consecutive months in the past, the MSO shall have right to demand the interest free security deposit which shall not exceed average of immediately preceding 6 months billing amounts and the same shall be maintained for the remaining term of the agreement.

13.2 Upon disconnection of the service as mentioned in clause 13.1 above, whether accompanied by termination of this Agreement or not, the LCO shall be liable to deposit forth with all sums payable by it. In the case of termination, accounts shall be settled within thirty days and for delayed payments, LCO shall be liable to pay simple interest at the rate of 2% over and above of the base rate of interest of the State Bank of India.

14. UNDERTAKINGS

14.1 Each Party shall recognize the exclusive ownership of the property owned and installed by the other Party and shall not have or claim any right, title or interest or lien of what so ever in nature.

14.2 Nothing contained herein shall constitute either Party as the agent or partner or the representative of the other for any purpose and neither Party shall have the right or authority to assume, create or incur any liability or obligation of any kind, express or implied, in the name

of or on behalf of the other Party and the relationship between the MSO and the LCO shall remain on "Principal to Principal" basis.

14.3 It is expressly understood by the Parties that Malnad logo(s) is a Registered Trade Mark of the MSO, and the LCO shall use the said logo only during the currency of this Agreement for the benefit of the cable television networking business of the MSO, Consent of the MSO is hereby given to the LCO to use the said logo, to the extent of or in connection with the business of the MSO.

14.4 It is clearly understood and accepted by each Party that it shall have no right to use any intellectual property of the other on its Cable TV service or otherwise on or after the withdrawal by the other Party of its consent for such uses.

14.5 In case the LCO decides to transfer its interest in respect of its business of providing Cable TV Service to any other party / person (third party), in whole or in part, the LCO shall give prior notice to the MSO. MSO shall not have any objection to such transfer if the other Party has complied with its obligations under this contract and has paid all its dues. Provided, however, that such third party shall sign and execute a deed of adherence to the terms & conditions of this Agreement and other undertaking/ bonds to the satisfaction of the MSO, in order to give effect to the provisions of this Agreement.

14.6 The LCO shall maintain and continue to maintain its Postal Registration Certificate renewed from time to time in accordance with the Cable TV Networks (Regulation) Act, 1995 and comply with the terms and conditions of the registration certificate issued by the Postal Authority.

14.7 The MSO shall maintain and continue to maintain its Registration Certificate renewed from time to time in accordance with the Cable TV Networks (Regulation) Act, 1995 and comply with the terms and

conditions of the registration.

14.8 Both the Parties shall comply with the Programme Codes and Advertising Codes prescribed in the Cable Television Network Rules, 1994, as amended from time to time.

14.9 Both the Parties shall comply with the laws for the time being in force in India, as applicable to them.

15. PREVENTION OF PIRACY

15.1 The LCO shall not indulge or allow any person to indulge in Piracy or in reverse engineering any technology used in the Hardware or any component thereof nor shall they use the Hardware to be connected to any equipment for setting up a mini Headend for re-transmission of the signals generated from the same.

15.2 Signal to any subscriber shall be disconnected by the LCO, after giving due notice as required under applicable regulations, if found to be indulged in or abetting any Piracy.

15.3 The LCO represents warrants and undertakes that all set top boxes as provided by the MSO:

- i) Are installed only in the Territory and only at the premises of a subscriber whose address has been verified in accordance; and

15.4 For relocation of a set top box of any subscriber, the LCO shall conduct an independent physical verification of the new residential address and forward due intimation of the same to the MSO.

15.1 The LCO shall furnish the following items of information for each subscriber prior to activation/allowing activation of a set top box and where separately issued, for each subscriber:-

- (a) Name:
- (b) Installation address:
- (c) Billing address (if different):
- (d) Telephone number of the installation address, where applicable:
- (e) Subscriber's unique subscriber reference or subscription agreement number:

16. DISCLAIMER AND INDEMNITY

16.1 In no event, the MSO shall be liable to the LCO for any indirect, special, incidental or consequential damage arising out of or in connection with the disruption, interruption or discontinuance of the Service or for any inconvenience, disappointment or due to deprivation of any programme or information or for any indirect or consequential loss or damage, which is not attributable to any act of the MSO.

16.2 In no event, the LCO shall be liable to the MSO for any indirect, special, incidental or consequential damage arising out of or in connection with the disruption, interruption or discontinuance of the Service or for any inconvenience, disappointment or due to deprivation of any programme or information or for any indirect or consequential loss or damage, which is not attributable to any act of the LCO.

16.3 **GST LIABILITY:** The LCO shall be solely responsible for the GST portion payable on the amount collected by them and not deposited with the MSO. In this regard the LCO shall indemnify MSO from any demand or obligation on his behalf from the concerned authority and LCO shall be solely liable and accountable for settling the same with them. To this extent the LCO shall sworn in an Affidavit as per the format annexed herewith.

16.4 LCO shall indemnify the MSO for all cost, expense and damages by reason of any claim, action or proceedings from any third party or from subscribers for any inconvenience, loss or annoyance caused to them due to any default of the LCO or due to termination of the Agreement or suspension of the Service due to LCO's breach.

17. GOVERNING LAW AND DISPUTE RESOLUTION

As mandated by the Telecom Regulatory Authority of India Act, 1997, the Parties shall not institute any suit or seek injunction or interim orders in any court or judicial tribunal / authority in India with respect to any claims, dispute or differences between the Parties arising out of this Agreement except before the Telecom Disputes Settlement and Appellate Tribunal, New Delhi ("TDSAT"). The Parties agree that all disputes between the Parties shall be resolved solely through proceedings instituted before the TDSAT.

18. FORCE MAJEURE

18.1 Failure on the part of the MSO or the LCO to perform any of its obligations, shall not entitle either Party to raise any claim against the other or constitute a breach of this Agreement to the extent that such failure arises from an event of Force Majeure. If through Force Majeure the fulfillment by either Party of any obligation set forth in this Agreement is delayed, the period of such delay shall not be taken into account in computing periods prescribed by this Agreement. Force Majeure will include act of god, earthquake, tides, storm, flood, lightening, explosion, fire, sabotage, quarantine, epidemic, arson, civil disturbance, terrorist attack, war like situation, or enactment of any law or rules and regulation made by the Authorities or revocation of registration of the Parties any circumstances beyond the reasonable control of the Parties herein that directly or indirectly hinders or prevents either of the Parties from commencing or proceeding with the consummation of the transactions contemplated hereby. The Party affected by such Force Majeure event shall promptly notify the other Party of the occurrence of such event. It is agreed between the Parties that lack of funds shall not in any event constitute or be considered an event of Force Majeure. If the conditions of Force Majeure to continue for a period exceeding one month, the Parties shall meet to decide upon the future performance of the Agreement. If the Parties are unable to agree upon a plan for future performance, then the Agreement shall be terminated upon notice of either Party to the other, on expiry of one month from the date of such notice.

18.2 Any accrued payment obligation of a Party prior to the commencement of

Force Majeure shall survive the termination of this Agreement pursuant to such Force Majeure.

19. NOTICES

19.1 Any notice to be served on any Party by the other shall be deemed to have been validly sent if sent by Registered Post Acknowledgement Due (RPAD) or speed post service of Department of Post, Government of India or by hand delivery duly acknowledged at the address mentioned in the beginning or at such other changed address as the Party may inform and the date of receipt of such notice shall be the date of receipt by the other Party or 7 days from the date of dispatch of the notice by RPAD, whichever is earlier.

20. RESTRICTION ON TRANSFER

LCO shall not remove, sell, assign, mortgage, transfer/sublet and encumber all or any part of the network which belongs to MSO. If the Party indulges in any of the above-mentioned acts, the said acts shall be illegal and void ab-initio and the Party shall also be liable for any action under the applicable law at the discretion as the MSO.

21. CONFIDENTIALITY

21.1 The Parties shall keep in strict confidence, any information received by one from the other while participating in the affairs / business of each other and shall not disclose the same to any person not being a party to this Agreement,

21.2 The Parties shall also bind their employees, officers, advisors, associates, contractors, agents, authorized persons and other similar persons to whom the above-mentioned information may be disclosed, to the obligations of confidentiality.

21.3 The Parties hereby agree that the confidential information can be disclosed to the statutory authority on demand by such authorities.

22. MODIFICATIONS

The Agreement cannot be modified, varied or terminated except in writing. Any variation of the Agreement, including Addendum Agreements, Annexures, Schedules or any other document, called by what ever name, but executed in relation to this Agreement, shall be mutually agreed to in writing and executed by or on behalf of the Parties.

23. BINDINGEFFECT

This Agreement modifies all prior understanding of the Parties as to the subject matter thereof and shall not be amended except in writing by both the Parties. Any other understanding between the Parties (if any) with regard to any other matter or any accrued rights and obligation of the Parties not covered under this agreement, if any, shall continue to be in full force and effect.

IN WITNESS WHEREOF the Parties have set and subscribed their respective hands to this Agreement on the date and year appearing herein above.

Signed on behalf of **MALNAD INFOTECH PRIVATE LIMITED**

In the presence of

1

2.....

Signed on behalf of the LCO

In the presence of

1

2.....

Note: The self-attested copies of power of attorney/authorization letter, whereby the signatories of this agreement have been authorized to sign and execute this agreement