

PRACTICE MANUAL

Malnad Infotech

Malnad Infotech Pvt Ltd Contact Address:

4th Floor Classique Arcade Building
K S Rao Road Near City Center Building
Mangalore - 575001.

Manual Practice details are as below:-

1. By accepting this Manual of Practice and agreeing to abide by its terms and conditions as may be amended from time to time by Malnad Inoftech Pvt Ltd.
2. Set-top-box (STB) means advice, which allows a subscriber to receive in unencrypted and descrambled signals of subscribed channels through an addressable system.
3. Subscriber Premises Equipment “SPE” means STB ,VC and other tools and Equipment’s/device(s) installed at the Subscriber Premises in order to receive in unencrypted and descrambled form subscribed channels as per the subscription request.

Service Details :-

Installation: - Our technician will visit your location for STB installation. You or any authorized person on behalf of you must be present at service address during installation. Upon termination of the Service, you shall be obligated to provide us with access to your service address to recover any/all of its equipment’s. To install STB you need to have viewing device to connect the STB.

Any use of Malnad Infotech Pvt Ltd. equipment for any purpose other than as a part of Service shall be a breach of this manual practice by customer and shall entitle Malnad Infotech Pvt Ltd. to immediately disconnect Service and/or, remove Malnad Infotech Pvt Ltd.

Service: - Subject to and in accordance with the terms and conditions of SAF, Malnad Infotec Pvt Ltd. Will provide to you at your service location within Malnad Infotec Pvt Ltd. coverage area SPE's to be connected and installed only by Malnad Infotec Pvt Ltd. or its linked operator.

Customer Support and Maintenance as per QoS and by TRAI

The Customer support use of the service solely on the SPE. Support will be available on a commercially reasonable basis via telephone, Email or Malnad website i.e. www.Malnadinfotech.com

Warranty on STB's issued under mandatory schemes of TRAI i.e. Hire, Purchase and Rental schemes is one year from the date of activation of STB. No repair and maintenance charges shall be pay able by you during the warranty period, provided STB has been used in normal working conditions and is not tampered with OR Burnt due to lightening OR Electrical damage. Warranty shall not extend to any other equipment except STB. During the warranty period the STB will be repaired or replaced within 2 days of receipt of your complaint.

Channels/Packages Selection:-

Once the STB is installed, you need to choose the channels that you wish to view and accordingly decide your monthly bill. Make channels / packages selection based on yours and your family interest. You can now choose to option for the Basic Service Tier (BST). The total number of channels that you can avail in the BST is one hundred channels including mandatory channels of DD Doordarshan. The BST is Free to Air Package which is available in your basic service pack (Network Capacity Fee) of Rs.130/- per month plus taxes.

Terms & Conditions:-

- i To make timely payment of dues within the due dates of payments mentioned in the bill.
 - ii Intimate immediately in writing to Malnad, in case of loss/misplacement of VC with or without STB.
1. To keep STB/VC in good working condition ,repair ,replace STB from any agents or agencies authorized or nominated by Malnad and not to remove or shift STB/VC from the subscribers premises, without written consent to Malnad.
 2. Not to replace, sell, assign, pledge, mortgage, lend, underlet, shift, remove, exchange, modify, alter, misuse or tamper with the STB including the seal (see to prevent opening of STB and VC. Any such act by the subscriber shall be construed as willful and criminal omission and /or commission on the part of the subscriber in addition to breach of its obligation in this agreement.
 3. To give all assistance, which Malnad may be reasonably expected to receive, in connection with this SAF terms.
 4. Not to indulge in piracy or activities, which has the effect of, or which shall result into, infringement and violation of trade mark and copyright of Malnad, broadcaster, transmitter or any other person associated with such transmission.

Your Personal Information Privacy :-

We respect your personal information and we assure you that your personal details will not be shared with anyone outside except as and when desired by Government and other statutory authorities.

For any complaints, below are the details to contact Malnad.

Issue Type	Contact Name	Contact Details	Resolution Timeline
No Signal	Call Center	Contact Number:+91-9945219070 Website: www.malnadinfotech.com E-mailId: info@malnadinfotech.com	1 Day
Billing / Activation Related Complaints	Call Center	Contact Number:+91-8861006452 Website: www.malnadinfotech.com E-mail Id: support@malnadinfotech.com	3 Days
In case of refund–30days from date of complaint			

Nodal Officer will resolve the complaint within 7 days of receipt of the appeal.

Nodal Officer is available on all working days (Monday to Saturday) 10:00am to 5:00pm The complaints of consumer are resolved by our customer care executives. If the Complaint requires further resources; we will forward it internally for required actions. The complaint will be solved in a defined Turnaround Time (TAT).The same will be informed to the customer via suitable media. You can track status of the Service Request number via: Mobile:+91-9945219070 Email:- support@malnadinfotech.com

Disconnection of services:

Upon request from the subscriber, Malnad or our LCO will disconnect the connection of broadcasting services related to television to such subscriber from the date indicated by the subscriber, subject to fulfillment of the terms and conditions.

Provided that the subscriber shall make such request for disconnection at least 10 days prior to the requested date of disconnection.

Malnad shall give prior notice of at least fifteen days to subscriber indicating the reasons for such disconnection by running scrolls on television screen and sending Short Message Service (SMS) to the registered mobile number of the subscriber.

Terms and condition for billing and payment:-

1. Malnad shall be offering its services on pre-paid and post paid mode only.
2. Malnad or its LCO (local cable operator), as the case may be, shall, in case of pre- paid payments, acknowledge such payments to the subscriber and ensure that the subscriber management system (SMS) is updated accordingly.
3. The billing cycle for pre-paid payment option shall be thirty days from the date of activation of services.
4. Malnad shall, on its website, maintain the records of billing and payment of subscribers, for preceding six months and provide log-in access to the subscribers to their accounts and such records of subscriber shall contain its maximum usage details of,
 - a. Network capacity fee
 - b. Rental charges for customer premises equipment , if any,
 - c. Charges for pay channels and bouquet so pay channels subscribed by subscriber during the period of billing cycle,
 - d. Taxes in conform it to applicable laws.

5. Malnad shall temporarily suspend the services of a prepaid subscriber in case of non-availability of balance amount in his prepaid account

Provided that in case the services of the subscriber remain suspended continuously for a period of three months, such subscriber shall be deactivated from subscriber management system:

Provided further that upon the recharge of balance amount in subscriber's account, Malnad may charge an amount not exceeding rupees hundred as re-activation fee from the subscriber for restoration of services if such services have remained suspended continuously for a period exceeding three months.