

List of Charges

1. Customer will get 1 year service warranty incase of "HD Box upgrade FREE+ 22 HD Channels for 12 months @ Rs.1800, HD Box upgrade FREE+ 12 HD Channels for 12 months @ Rs.1300, Customer want SD to HD Box with Complete Accessories (Except Remote and Adapter) and SD to HD Box upgrade only".

For STB and VC

Sl.	Description	
1	SD	
	HD	
	DVR	
	HD - DVR	
2	VC Replaced	
3	SD	
	HD	
	DVR	
	HD - DVR	

witin 1 Year	Damage- Fault Cases	
	NRC	After 1 year (from Activation) Visit Charge
0	200	150
0	200	150
0	600	150
0	600	150
0	200	150
0	350	150
0	350	150
0	600	150
0	600	150

Damage / Missing /		Applicable for both In-warranty /
NRC	Visit Char	
500	150	
500	150	
1850	150	
2850	150	
200	150	
600	150	
600	150	
1850	150	
2850	150	

Mode of Debit	
NRC will be charged by system. IE has to ensure that customer has sufficient balance available in his / her account before part replacement.	
Important Note	
Level -1 covers	Level -2 covers
<ul style="list-style-type: none"> • Damage to power supply 	<ul style="list-style-type: none"> • Body damage
<ul style="list-style-type: none"> • Damage to top Cover / bottom cover / front cover 	<ul style="list-style-type: none"> • Main chip damage
<ul style="list-style-type: none"> • Damage to the external connector 	<ul style="list-style-type: none"> • Main printed circuit board damage/Any other physical damage
<ul style="list-style-type: none"> • Damage due to voltage 	<ul style="list-style-type: none"> • STB missing / lost / theft / burnt
	<ul style="list-style-type: none"> • Water hindrance / logging
	<ul style="list-style-type: none"> • W.e.f 10-May-14, SR's where STB serial number is tampered/not visible will be covered under level-2 repair and will be charged with 750/- (same as Damage/Lost cases).

For Other CPE Parts

Sl.	Description
1	Dish Assembly Replaced
2	Dish Antenna Replaced
3	Universal Mount Base / LNBF Arm / LNBF Holder/ LNBF Bracket
4	Pole Pipe / Mount Pipe Replaced

Below charge s	Service Visit Charges	Important Note
475		
250		
25		
75		

5	Antenna Bracket / Elevation Bracket/ Polarity Corrector	100	150	<p>a) Partner to select applicable Resolution code for closure of SR.</p> <p>b) Partner will collect money directly from Customers for chargeable replacement and visit charges, except STB and VC.</p> <p>c) For Theft / Missing cases of STB/VC, customer has to provide Original Copy of FIR to IE, then respective TSM-IS will send that FIR to Finance by courier / or by mail after scan. Finance to take further action on it.</p> <p>d) If customer is visiting SSD for replacement of Remote, HDMI Cable & Adaptor, then no visit charges will be taken from customer, Customer has to pay only CPE Part charges.</p> <p>e) Remote Delivery and remote pairing charges of Rs 50 for customers</p>		
6	Antenna Bracket (Back Part of	150				
7	RG-6 Connector (Pair)	50				
8	RG-6 Cable Jointer (1 pc)	25				
9	LNBF Replaced	Universal			160	
		Dual			455	
		Quad			810	
10	RG-6 Cable Replaced	Rs.				
11	STB Adaptor Replaced (SD / HD)	250				
12	STB Adaptor Replaced (DVR / HD- D	400				
13	HDMI Cable / Special Mount	250				
14	Remote Replaced (SD / HD / DVR / H	170			50	
15	SMPS Replaced	200			150	
Sl.	Description	upt o 12 mont			After 12 mont	
1	Service Visit Charges (when there is no part replacement & IE has done some adjustments / settings to rectify problem)	0			150	

Special Mount Charges during Installation / Re-Install

Sl.	Description	Charges	Medium	Mode of Debit
1	Special Mount Charges	250	IE will raise SR for same and SR Closure with Resolution code "Special Mount provided"	In case of Partner, IE will collect money directly from Customers (for installation of special mount).

Extra Cable Charges in Installation : Tier-1

Sl.	Tier	Description	Charge	Mode of Debit
1	Tier-1	0 ~ 10 mtr (SD and HD STB)	0	Partner will collect money directly from customer and Touch Point IE will enter the same in PDA,
		0 ~ 20 mtr (DVR / HD-DVR STB)	0	
		Over and above standard Definition	Rs.8/- per	

Extra Cable Charges in Installation : Tier-2 and Tier-3

Description	Charges	Mode of Debit
0 ~ 10 mtr (SD and HD STB)	0	Partner will collect money directly from customer. No NRC posting by SMG.
0 ~ 20 mtr (DVR / HD-DVR STB)	0	
Over and above standard Definition	Rs.8/- per metre	

- Any customer calls to call centre for registration / relocation, CSR will also inform customer about the standard cable parameter

Relocation Charges

Sl.	Type	Premises	Single SI	Multi SI	Remarks
1	De-Installation	-		150	-
2	Re-Installation	within Same Premises / Different Premises	Rs. 250/- +	Rs. 250 + additi	with OLD ODU
		Different Premises	Rs. 200	Rs. 300 +	with NEW ODU

Single SI	Multi SI	Remarks
Rs.200	Rs.300	-
Rs.200 + Rs.400/- + Rs.8 per metre for extra cable	Rs.300 + Rs.400/- + Rs.8 per	with NEW ODU
Rs.200/- + Rs.8 per metre for extra	Rs.300/- + Rs.8 per	-

For Direct IE's :

- IE to ensure that customer recharge with relevant amount (as per the above charges, if applicable) during his visit to customer's

For Service Partner's :

- Service Partner will collect money directly from Customers for relocation cases. For Relocation with new ODU, Partner will close the the NRC in customer's account for the same. SMG will provide the NRC Posting data to SCM for providing replenishment to Partner.
- For Relocation with OLD ODU in same or different premises, Service Partner will collect money directly from Customers. The above mention price is inclusive of P-Clips, Cable ties, Anchor Bolts & 2 Connectors (at LNBF end and STB end).
- For Relocation with OLD ODU in same premises within 30 days of activation, Service Partner will not charge the customer.
- All part replenishment will be done against the Close looping feedback taken from the customer

Effective Date : 15-Feb-2015

Rev.No. : 5

Document No. : WI.IS.04.04

Important Guidelines :

No charges will be applicable to customer for any Damage under level-1 within 1 year from the activation date

All Charges are inclusive of taxes, Local taxes are applicable.

For handling of field complaints, Follow Complaint Management Process & in all repeat SRs with in 15days , customer need not to pay visit charges and partner has to do FOC service. In case any accessory is defective with in 15 days customer has to pay only Monthly Reconciliation for "Activation by SSD" Vs "Inventory Stock Report" to be done by respective TSM-IS. If any Gap found in Reconciliation, CSD will report same to Finance & SCM-Logistics. The amount equivalent to the CPE parts, which comes out as a IE will provide "Non-Recurring Charge Slip" to customer for above charges. SF / SSD will get the NRC Slip printed on their own with their relevant details and will provide the same to customers for all Paid Part Replacement cases.

For **MDU RFS Buildings** (Ready for Service), **extra cable charges for customers are applicable as per above charge list.**

No charges will be applicable to customer (paying for L1 or L2 damage) in case we have a repeat L1 damage within 182 days (6months) (Applicable only for STB only. only VC or STB and VC both Replacements).

Part Replacement for **MDU Back Bone Structure** will be borne by Company only for all Damage - faults cases for life time period. For Damage / missing / theft cases related to MDU Back Bone Structure, IS Team will first try to take charges from MDU Society, if MDU

This List of Charges is also applicable for Part Replacement cases of Internal Employees, Distributors, Dealers, Retailers and Partners.

For Multi Part replacement, Individual SR to be raised. IE / ACE / TSM can call to SST for raising of SR.

For upgrade cases, 1 year product & service warranty is only for STB, VC, remote, HDMI cable and adaptor. No visiting charges for STB, VC, remote, HDMI cable and adaptor but ODU is not covered under product warranty or service warranty.