

SCHEDULE – II

(under sub-regulation (3) of regulation 31)

CONSUMER CORNER

The Consumer Corner web page shall contain the following information including but not limited to:

1. **List of channels and bouquets available on the platform**
 - (a) FTA channels
 - (b) Pay channels and their MRP and distributor retail price
 - (c) List of bouquets of FTA channels and their composition
 - (d) List of bouquets of pay channels formed by broadcaster with composition and their respective MRP and distributor retail price
 - (e) List of bouquets of pay channels formed by the distributor with composition and their distributor retail price
 - (f) Details of lock in period, if any, in respect of a-la-carte channel or bouquets,
2. **Details of network capacity fee**
 - (a) Network capacity fee of 100 SD channels
 - (b) Network capacity fee for additional capacity of 25 SD channels
 - (c) Composition of basic service tier of 100 SD FTA channel,
3. **Subscription process for subscribing channels on a-la-carte basis**

Details of the provisions made by the distributor of television channels for enabling a-la-carte subscription of channels such as website, customer care centre, mobile apps etc are to be provided,
4. **CPE Schemes: Scheme type, CPE price, and other terms and conditions**
 - a) Outright purchase scheme
 - Price
 - Guarantee/ Warranty term
 - Maintenance provisions of CPE, AMC etc.
 - b) Rental scheme
 - Rental amount
 - Security deposit, if any

- Other terms and conditions
- c) Other Schemes
 - Details of the scheme
 - Other terms and conditions
 - Price of CPE
 - Price of channels and bouquets included in the scheme bundled with CPE
 - Network capacity fee bundled with CPE,
- 5. Procedure for obtaining a new service connection and timelines,
- 6. Provisions for temporary discontinuation of services and details of restoration fee and reactivation fee, if applicable,
- 7. Provision for relocation of connection and applicable charges,
- 8. Complaint redressal process:
 - a) Through customer care centre
 - b) Through Nodal Officer
 - c) Through Web based management System,
- 9. Consumer Agreement Form (CAF),
- 10. Manual of Practice,
- 11. Toll free number of customer care centre and other contact details,
- 12. Availability of customer care programming service with its LCN,
- 13. Any other information relevant for the consumers.