



CAF NO:

CUSTOMER CARE NO: 18002669598

Subscriber Information :					
First Name:		Second Name :		Last Name:	
Flat/Room No.: Floor:Building:					
Society/Complex: Road Name :					
Locality: Landmark:					
city :		District:		State:	
Pin Code :		Subscriber House : Rented <input type="checkbox"/> Owned <input type="checkbox"/> (USE SEPARATE SAF FOR MORE THAN ONE CONNECTION):			
Phone No.:		Mobile No:		Fax:	
E-mail :		Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Internet Connection : Y <input type="checkbox"/> N <input type="checkbox"/> ISP Name:			
Viewing Device: TV <input type="checkbox"/> PC <input type="checkbox"/> First Connection : Y <input type="checkbox"/> N <input type="checkbox"/> If No, Name of other Service Provider:					
Existing STB No <input type="text"/>			VC No. <input type="text"/>		
Verification Details:		If yes, allached	Subscriber Type	Category	Sub Charge
Passport Number ;		Y <input type="checkbox"/> N <input type="checkbox"/>	Residental <input type="checkbox"/>	Regular <input type="checkbox"/>	Monthly <input type="checkbox"/>
Voter ID		Y <input type="checkbox"/> N <input type="checkbox"/>	Commercial <input type="checkbox"/>	VIP <input type="checkbox"/>	Quarterly <input type="checkbox"/>
Driving License No.		Y <input type="checkbox"/> N <input type="checkbox"/>	Institutional <input type="checkbox"/>	Demo <input type="checkbox"/>	Half Yearly <input type="checkbox"/>
Permanent Acc No.		Y <input type="checkbox"/> N <input type="checkbox"/>	Others <input type="checkbox"/>	<input type="checkbox"/>	Annually <input type="checkbox"/>
Address Proof: Aadhar Card <input type="checkbox"/> Telephone Bill <input type="checkbox"/> Electricity Bill <input type="checkbox"/> Bank Statement <input type="checkbox"/>			Details of Channels Subscribed. As per annexure attached herewith		
Hardware Details					
STB & VC Details: Owned <input type="checkbox"/> Rented <input type="checkbox"/> Others <input type="checkbox"/>		STB:No. <input type="text"/>			
		VC No. <input type="text"/>			
Payment Details					
Basic Service Tier Charges Rs.		Subscription Charges Rs.		Other Charges Rs.	
Security Deposit Rs.		Installation Charges Rs.		Any other Applicable Tax Rs.	
Total Amount Paid Rs.		Payment Mode : Cash <input type="checkbox"/> Cheque <input type="checkbox"/> (Subject to realisation) DD/PO <input type="checkbox"/> Others <input type="checkbox"/>			
Cheque/DD/PO No.		Bank and Branch.		Amount Rs.	
I have read and understood the terms and conditions provided herewith and acknowledge that the tariff plan selected by me and the applicables rates together constitute the entire terms & conditions and I shall be bound by the same I hereby declare and confirm that I have received the above hardware and the information contained herein is true and accurate in every aspect. @I have paid the subscription charges to the authorised cable operator of JPR Network Pvt. Ltd					
Date:Contact Name (for company):			Signature of Subscriber :		
Stamp of Franchisee Mobile			Company Contact Details		
Office Use-Acknowledgment					
Received with thanks from Mr./Ms./M/s. _____ Subscription application form along with Rs. _____ towards Initial subscription Charges, Other Charges (If any), STB security deposits (If any) and Installation Charges:					
Date:			Franchisee Signature :		
Customer Code		Customer Category:		Account Code :	
<input type="text"/>		Customer Pin : <input type="text"/>		<input type="text"/>	
Date of Receipt:		Entered by :		STB / VC Serial No. Sticker	
		Audit:			
		Name:			
		Date:			
Ministry of I& B Approval No.: 9/69/2012- BP & L dtd. 03.09.2014					

AGREEMENT BY THE APPLICANT FOR SERVICES

- I agree to avail services of DigiCable/DigiJPR at prevailing rates from time to time, intimated to me and as per my choice indicated on rate card mentioned with this form duly signed., and also agree to continue availing services by the service provider.
- I am aware that, unless specifically agreed otherwise, the Set Top Box and remote hand set shall remain the property of the service provider and hence I am responsible to maintain the same in serviceable condition or shall be liable to pay charges for restoration of serviceability, if any, at any time that the device become un-serviceable
- I also understand that I am liable to pay all applicable taxes / surcharge etc. from time to time , as mentioned in my bill, in addition, to charges for the services availed by me and the services can be disconnected on default in remittance of amounts due by due date, which may be re-connected on payment of additional charges by me.
- All disputes concerning this agreement shall fall in the exclusive jurisdiction of courts of law at Mumbai.

SUBSCRIBER'S AGREEMENT

PART-I: DEFINITION

- "Addressable systems means an electronic device or more than one electronic device put in an integrated system through which television signals can be sent in encrypted or unencrypted form, which can be decoded by the device or devices at the premises of the subscriber within limits of the authorization made, on the choice and request of such subscriber by DigiCable/DigiJPR to the subscriber.
- "Broadcaster" means a company from which DigiCable/DigiJPR sources its programming services.
- "Cable Operator" means any person / entity, duly authorized by DigiCable/DigiJPR, who provides Services through a cable television network after receiving the same from DigiCable/DigiJPR.
- "Channels" means and includes such satellite-based free-to-air & pay (encrypted) television/radio channels and other value-added services as may be authorized, which shall be distributed by DigiCable/DigiJPR as part of its service.
- "Pay Channel" means a Channel distributed/retransmitted by DigiCable/DigiJPR in an encrypted mode and received by the Cable Operator which can be viewed by the Subscriber only by means of the STB.
- "Permitted Viewing Device" or "PVD" means either a viewing device and/or a hearing device which is specifically permitted, being television and personal computer.
- "Programme" means any television broadcast and includes-
 - exhibition of films, features, dramas, advertisements, serials, news & current affairs;
 - any audio or visual or audio-visual live performance or presentation and the expression "programming service" shall be construed accordingly;
- "Service" means the services provided by DigiCable/DigiJPR and any value added services as may be authorized directly at the Subscriber Premises through the STB, in accordance with the Subscription Request.
- "DigiCable/DigiJPR" means DigiCable Network (India) Pvt. Ltd./DigiJPR Network (India)Pvt. Ltd.
- "STB" (Set-top-box) means a device, which is connected to a PVD, which is compatible with and is able to receive and/or decode the subscribed Service through an addressable system, regardless of its brand or manufacturer or acquisition source to enable subscriber to view the channels.
- "Subscriber Application Form" or "SAF" means the standard format of subscription application form (SAF) to enable prospective Subscriber to subscribe to the Service by duly filling, signing by accepting the terms & conditions mentioned overleaf to the SAF and submitting it to DigiCable/DigiJPR
- "Subscriber Premises" means the installation location specified by the Subscriber in the SAF where the STB is to be installed to view the Service.
- "Subscription Request" means the Pay Channel(s) and/or bouquet of Channels and applicable tariff plan/scheme selected by the Subscriber by filling of the requisite Subscription Application Form manually or through any electronic mode or any modification/amendments effected therein from time to time.
- "VC" (Viewing Card) means the smart card approved and duly branded by DigiCable/DigiJPR, which when inserted in the STB, enables the STB to decode the Service or portion thereof that the Subscriber has sought under the Subscription Request.
- "Standard Tariff Package (STP)" means a package of tariff as may be determined by TRAI for supply of a STB to the Subscriber by a service provider for receiving programs.
- Programming: All programs under the Service are protected by Indian Copyright laws. The Subscriber cannot copy, redistribute or relay or deal with any of the Channels or any part thereof. DigiCable/DigiJPR can replace or withdraw any program or any Channel, or change or reduce the number of hours broadcast for any Channel.
- Personal Information: -

The Subscriber agrees and authorizes DigiCable/DigiJPR to use and disclose the Subscriber's personal information to DigiCable/DigiJPR, its business partners, associate companies, credit reporting agencies, credit providers, employers and relevant regulatory authorities in accordance with the applicable Act for the following reasons:

 - considering or applying DigiCable/DigiJPR credit policy to the Subscriber's application,
 - management of the Subscriber's account, including collection of overdue payments,
 - maintenance of Subscriber's credit records,
 - development, research and marketing to the Subscriber and his / her referrals and relations,
 - billing and collection purposes, and (provision and administration of service. From time to time, DigiCable/DigiJPR may request the Subscriber to review and update the personal information..
- Force Majeure: DigiCable/DigiJPR shall not assume responsibility or liability for interruptions or impairment of service due to force majeure and/or circumstances or events beyond its control.
- Change in Terms: DigiCable/DigiJPR may change or add terms to this Agreement as it deems reasonable to do so.
- Termination: This Agreement will continue unless terminated as per the following events :
 - The Subscriber may terminate this Agreement at any time after the initial period of five years by giving DigiCable/DigiJPR one calendar month's written notice,
 - If the Subscriber breaches any condition of the Agreement, DigiCable/DigiJPR may terminate this Agreement by giving 7 days written notice , and
 - DigiCable/DigiJPR may at any time terminate this Agreement by giving one calendar month's notice. There will be no refund on subscription payments or other payments made under this Agreement if DigiCable/DigiJPR terminates this Agreement due to Subscriber's violation of the terms of this Agreement in case of termination due to failure to pay the required subscription fee, in addition any other legal remedy, DigiCable/DigiJPR shall have the right to recover any unpaid amounts plus any additional claims. Upon termination, the Service will be deactivated and the Subscriber will not be entitled to receive the Service. The Subscriber shall request for re-activation of the Service within 30 days of such termination. DigiCable/DigiJPR may consider the request for re-activation at its sole discretion. Re-activation beyond 30 days will entitle DigiCab/DigiJPR a reactivation fee determined by DigiCable/DigiJPR. Any use of the service after re-activation shall be deemed to be subject to terms of this Agreement.
- Transfer of Agreement and third parties: DigiCable/DigiJPR has the right to transfer its rights and obligations under this agreement to any company, firm or person. The subscriber cannot transfer his/ her rights under this agreements to anyone as the Service and the terms hereof are personal to the Subscriber only.
- Notices: Any Notice required under this Agreement must be made in writing. DigiCable/DigiJPR may send any notice to the Subscriber under his/her address. Any notice to DigiCable/DigiJPR should be sent to DigiCable's/DigiJPR's registered office with a copy to its regional office.
- Waivers: No delay or omission on the part of DigiCable/DigiJPR in exercising any of its rights under this Agreement or under applicable law shall operate as waivers of any such rights. A waiver by DigiCable/DigiJPR in any instance shall not constitute a waiver in any other instance. All remedies and rights hereunder or under applicable law shall be cumulative and none of them shall be in limitation of any other remedy or rights of DigiCable/DigiJPR
- Serverability: Each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision of this Agreement shall be held to be valid under applicable law, such provision shall be ineffective to the extent of such invalidating without invalidating the remainder of such provision of the remaining provision of this Agreement.
- Effect of Suspension: if the subscriber's access to the Service is suspended, the subscriber shall continue to be liable for payment of the subscription fee and DigiCable/DigiJPR shall not reinstate that access unless DigiCable/DigiJPR determines, in its sole discretion, that the circumstances giving rise to the suspension have been resolved. If DigiCable/DigiJPR agree to reinstate the subscriber's access to the Service, the fact that such access has been interrupted during the subscription period will not postpone the date on which the subscription period is due to expire.

PART -II: SUBSCRIBERS TERMS & CONDITION

1. TERMS

- Agreement commences upon DigiCable/DigiJPR installing STB, activating the viewing card (VC) and shall remain in force subject to other terms, as per package (s)/ bouquet (s)/service (s) chosen by the subscriber and operate concurrently with DigiCable's/DigiJPR's permission/license to provide Cable Television Service. Any money paid by the subscriber shall not create any rights in favor of Subscriber until complete verification about subscriber's details & information, is done to the satisfaction of DigiCable/DigiJPR. In addition, DigiCable/DigiJPR reserves right to seek/verify financial and other information from subscriber. On acceptance of the SAF and payment of deposit & rent as per the scheme opted by subscriber, the applicant will become the subscriber of DigiCable/DigiJPR for DigiCable's/DigiJPR's services.
- Subscriber represents that he/she has been fully informed about the Cable Television Services provided by DigiCable/DigiJPR, its specifications, requirements, limitations, etc and has only thereupon opted for such services, filled up and submitted the subscription form, and signed this Agreement.
- DigiCable/DigiJPR shall perform its obligations and do inspection under this agreement including collection of subscription charges, deposits, rents, either through its employees or through its authorized cable operator or any other authorized representative
- The Parties acknowledge that unless agreed otherwise in writing and also performed accordingly, DigiCable Network (India) Pvt. Ltd./DigiJPR Network (India) Pvt. Ltd. shall be the sole owner of the STB. The Parties acknowledge that DigiCable Network (India) Pvt. Ltd./DigiJPR Network (India) Pvt. Ltd. has the sole right to deal with the STB and is authorized to deploy the same in the Subscriber. DigiCable/DigiJPR has given option to the Subscriber to purchase the STB on outright basis on terms and conditions prevailing from time to time.
- This agreement shall be in force for a minimum period of five years during the end subscriber promises to avail CATV signals of cable services only from DigiCable/DigiJPR and will not change CATV signals and services of DigiCable/DigiJPR without a written consent.
- At any point of time if the subscriber wishes to change the service of DigiCable /DigiJPR he agrees to return back the STB, which had been provided for installation at the place of end subscriber owned and branded by DigiCable /DigiJPR for availing CATV signals and all value added services, in the best working condition.
- The Subscriber hereby confirms that the STB has been examined, inspected and demonstrated to him and is in good working condition to the satisfaction of the subscriber. No claim or objection shall hereafter be admissible against DigiCable/DigiJPR as to the quality, functioning, completeness, correctness of STB.
- The subscriber shall not transfer, remove or otherwise relocate the STB and/or the VC without prior written consent from DigiCable/DigiJPR.
- The Subscriber hereby authorizes DigiCable and/or its subsidiaries / affiliates to broadcast: advertisements and promotional contents on their network.
- In case of any change, revision in the terms by TRAI (Telecom Regulatory Authority of India), the same shall become applicable to this agreement from the date of implementation of such notification by TRAI.

2. SCHEMES & SERVICES

- The subscriber shall be provided a VC to enable the subscriber to use DigiCable's /DigiJPR's services, which shall be subject to the compliance of the terms & conditions of this agreement, including any modification, alterations, additions, substitution therein, from time to time.
- The VC shall always be the sole property of DigiCable/DigiJPR and shall be returned by subscriber upon termination/determination hereof, and/or deactivation or temporary suspension of services. The subscriber would be responsible for its safe custody, usage, password and consequence thereof.
- For any change, addition, deletion, substitution, modification of the Service, the Subscriber shall submit the requisite form together with the applicable processing fee/charges at least five (5) days in advance to enable processing of the same and be bound by the additional Terms as may be applicable. Any change or withdrawal from the Subscribed Service shall not entitle the Subscriber to any refunds or adjustments of the moneys already paid, billed or to be billed under the terms & conditions.
- The subscriber of channels other than pay channels is bound to pay at least one month's charges/bill for opted service (s) including additional service(s) and shall not be entitled for any refund / adjustment even if he opts out from the service (s) before the expiry of one month. In case of a subscriber who has opted for pay channels, minimum subscription period shall be four months and only thereafter the subscriber can opt out. For any deficiencies in the amount to be recovered from the subscriber, the same shall be adjusted from the amount deposited by him with DigiCable/DigiJPR This is as mandated by TRAI.
 - The subscriber can submit his subscription request for the Service and/or update and/or upgrade the subscribed Service by way of addition or substitution or deletion, etc. or channel(s) in which case he would be liable for payment of subscription as per the changed package.
 - Notwithstanding anything mentioned in Clause (a) above, where the subscriber has opted for a pay channel on ala-carte basis for a period less than four (4) months then the subscriber shall pay for four month (hereinafter referred to as "Lock-in-Period") of the MRP of the opted pay channel. The subscriber shall be liable to pay MRP of opted channels for Lock-in-period even if he opts out from such Service or his Service are deactivated in terms of this Agreement, before the expiry of such lock-in-period.
- Service quality, functionality, availability and / or reliability thereof may be affected for reasons beyond the control of DigiCable/DigiJPR. In such an event DigiCable/DigiJPR is entitled to, without any liability, refuse, limit, suspend vary, disconnect, deactivate, and / or interrupt the service in whole or in part, at any time, in its sole discretion, with respect to one / all subscriber (s), without any notice, for any reason and/or due to various factors including but not limited to (a) Cable Television Networks (Regulation) Act, 1995; (b) Government and Telecom Regulatory Authority of India order, directions, regulations, rules, notifications, etc. Including changes thereto; (c) Transmission limitations/problems caused by topographical, geographical, Force majeure event, climatic / equipment changes or capacity limitations, for reasons of up gradation, variations, installation, relocations, repairs, operation and /or maintenance of systems/equipments/service (d)To combat potential fraud, sabotage, willful destruction etc; (e) For any legitimate business purposes; (g) In compatibility with equipments including set up box, etc; (h)Any delay in nonpayment of any dues, incurring charges in excess of any deposits/ credit limits, non deposit of an increased deposit (s)/advance (s)
- DigiCable/DigiJPR is entitled to change, vary, add, withdraw any services/supplementary services/schemes/plans etc. and/ or to vary the charges/ price relating thereto, at any time, in its sole discretion which shall be binding on the subscriber.
- DigiCable/DigiJPR may at any time, through its authorised representatives and/or authorised cable operators, make inspection at the premises of the subscriber with regard to fulfillment of the conditions mentioned in this agreement on the part of subscriber and shall be entitled to take photographs, documents, materials, equipments, etc. so as to prove the violation of this agreement and/or infringement of copyright and trademark of DigiCable/DigiJPR or any broadcaster or any other person associated with the Service. The instances of piracy, violation of copyrights and / or unauthorized viewing of channels transmitted through the network of DigiCable/DigiJPR, as detected by finger printing mechanism and/or any other mechanism/ method/ system deployed by DigiCable/DigiJPR in its network for such detection, shall be valid and acceptable to the subscriber
- In addition to the security deposit, in consideration of the delivery of the STB to the subscriber on rent, the subscriber shall pay monthly rent in advance of such amount as per the rental schemes opted by the Subscriber details whereof are expressly mentioned in Annexure-1 attached herewith, plus applicable taxes, to DigiCable/DigiJPR at the commencement of relevant month, in such mode as may be provided by DigiCable/DigiJPR. In cases where a customer chooses to return the STB, the refund of Security Deposit paid there for shall be made within 30 days from the date of verification of STB as regards it's tampering and other defects and acceptance thereof by DigiCable/DigiJPR.
- Subscriber can procure an STB of approved quality (as specified by Bureau of Indian Standards) from any source provided the same shall be compatible with DigiCable's/DigiJPR's network. The STB shall be solely used for availing DigiCable's/DigiJPR's services.

Subscriber's Signature

(Name of the Subscriber)