

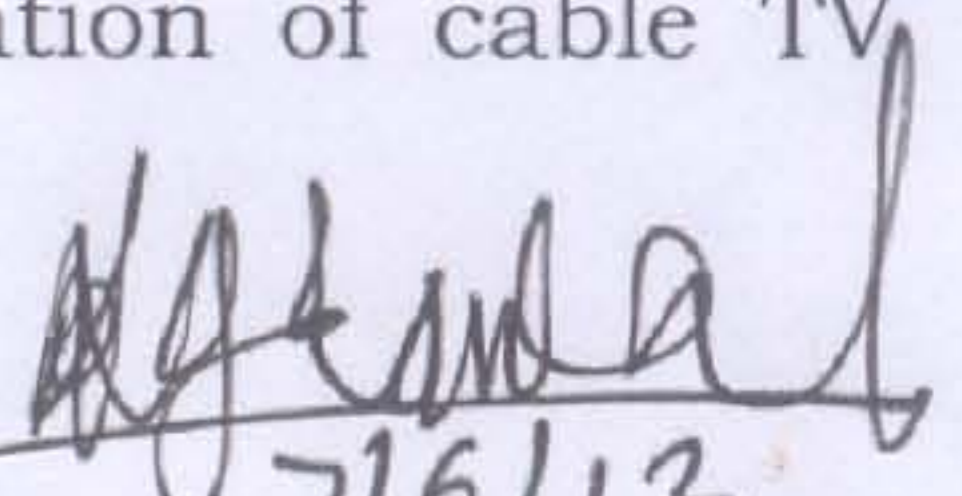
TELECOM REGULATORY AUTHORITY OF INDIA

The Telecom Regulatory Authority of India (TRAI) puts on notice the cable TV subscribers of Digital Addressable Cable TV Systems (DAS) for non-submission of consumer application forms.

New Delhi, 7th June 2013:- The Authority has today decided to put such cable TV subscribers of DAS on notice who have not yet submitted the consumer application form (CAF), complete in all respects including their choice of channels/services, to the respective cable operator/multi system operator (MSO). In case any such cable TV subscriber does not submit the CAF by 25th June 2013, the cable TV services of the subscriber will be deactivated till the time the CAF, complete in all respects, is made available to the concerned cable operator/MSO and incorporated in the subscriber management system of the MSO. This has been necessitated as the Authority has observed that there is substantial pendency with respect to the availability of complete consumer details with the cable operators/MSOs.

TRAI has directed the cable TV service providers (MSOs), operating in DAS areas, to strictly ensure that cable TV services are provided to only those subscribers whose complete details have been incorporated in their Subscriber Management System. This is essential to exploit all the features and benefits of DAS, including enabling the subscribers to effectively exercise their choice in terms of channels and services. This will also help the subscribers to budget their bills. In this regard, it is of utmost importance that the subscribers details, complete in all respect, are available with the MSOs.

In this context, to educate and sensitize the consumers, TRAI has been issuing public notices from time to time. The broadcasters and the cable TV service providers have also been running scrolls in the TV channels, for the last few months, asking the subscribers to submit the duly filled-in consumer application forms. Through these public notices and scrolls, the subscribers were also alerted about deactivation of cable TV services in case of non-submission of the forms.


7/6/13
Rajeev Agrawal,
Secretary, TRAI.