

No.17-41/2015-B&CS
Telecom Regulatory Authority of India,
Jawahar Lal Nehru Marg,
Near Zakir Hussain College,
New Delhi-110002

Dated: 01.10.2015

**Advisory to MSOs providing cable TV services through
Digital Addressable Systems (DAS)**

The Implementation of Digital Addressable Cable TV Systems (DAS) is in progress in the Country in a phased manner in 4 phases. For implementation of DAS, the Authority has notified a comprehensive regulatory framework encompassing interconnection, Quality of service, consumer complaint redressal regulation and tariff orders.

2. The Quality of Service Regulation for DAS prescribes that every MSO or its linked LCO, as the case may be, shall, within 24 hours of the receipt of the complaint pertaining to malfunctioning of a Set Top Box from a subscriber, ensure that the Set Top Box is repaired or replaced without any extra charge with the new Set Top Box, if it is covered within the warranty or it has been acquired by the subscriber on hire purchase scheme or on rental basis.

3. The MSOs providing cable TV services are advised to ensure rectification of consumer complaints within 24 hrs as per the "Standards of Quality of Service (Digital Addressable Cable TV Systems) Regulations, 2012 (12 of 2012) dated 14th May 2012. For adhering to the timelines provided in the regulation, spare set-top-boxes may be given to the linked LCOs to ensure speedy restoration of services.

4. In cable TV sector it is generally observed that the consumers approach linked LCOs for immediate redressal of their complaints. For redressal of such complaints of consumers received by the LCOs, MSOs are required to lay down proper communication procedures to register complaints through LCOs and get then addressed on priority.


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