



Digital Addressable Cable TV Systems (DAS) DOs & DON'Ts for Multi System Operators (MSO)

DO

- 1) Register with Ministry of Information Broadcasting (MIB) as a Multi System Operator (MSO).
- 2) Enter into written interconnection agreement with each LCO, if you are providing the cable TV services to subscribers through one or more LCOs.
- 3) Ensure that a copy of the written interconnect agreement is handed over to the LCO(s), within 15 days from the date of signing of the agreement, and receipt is duly acknowledged.
- 4) Ensure that the terms and conditions of the written interconnection agreement conform to the Telecom Regulatory Authority of India (TRAI) Regulations.
- 5) Ensure that the interconnection agreement explicitly mentions the date of coming into force and the date of expiry. The agreement will remain valid till - date of expiry of agreement or date of expiry of registration of MSO/ LCO, whichever is earlier.
- 6) Ensure that the interconnection agreement explicitly lists the responsibilities of the MSO and the LCO, respectively.
- 7) Ensure that the interconnection agreement explicitly mentions the revenue share agreed. The agreement should also clearly mention the revenue settlement procedure between parties along with specific provisions for delay in payment.
- 8) Ensure that the interconnection agreement explicitly mentions the procedure for uploading the consumer complaints, received by your linked LCOs, in the complaint handling/ monitoring system.
- 9) Ensure that the interconnection agreement contains explicit provision(s) for settlement of disputes.
- 10) Provide access to the relevant data in the Subscriber Management System (SMS) to all of your linked LCOs for the purposes of settlement of revenue shares in accordance with the agreement.

- 11) Educate your linked LCOs about the various schemes you are offering for procuring a Set-top-box (STB) by a subscriber and also the channel(s)/ bouquet(s) available on your network.
- 12) Provide adequate number of spare STBs to all of your linked LCOs to meet the timelines set in the Quality of Service Regulations of TRAI, to avoid long disruptions in service to any subscriber due to malfunctioning of STB.
- 13) Ensure that prior notice of 15 days is provided through local newspapers and through scrolls on TV Screen to inform subscribers who are likely to be affected due to the disconnection. Such notice should be published in two leading local newspapers of the State in which affected LCOs are providing the services, out of which one notice should be published in a newspaper in the local language.
- 14) Ensure that sufficient number of Customer Application Forms (CAFs) and Manual of Practice is available with your linked LCOs for distribution to the customers at the time of providing connection.

DON'T

- 1) Provide cable TV services without valid registration as MSO, this is illegal.
- 2) Provide cable TV signals to LCOs without a written interconnection agreement, this is ILLEGAL.
- 3) Give pre-activated STB to any LCO or to any customer.
- 4) Disconnect the signals of TV channels of your linked LCO(s) without giving 21 days notice to such LCO(s) and clearly specifying the reasons for disconnection.

Note:- The points mentioned here are summary extract of the regulatory framework laid by TRAI. In case of any discrepancy, TRAI regulations/ directions/ tariff orders shall prevail over the points mentioned here.

Telecom Regulatory Authority of India

Mahanagar Doorsanchar Bhawan,
Jawaharlal Nehru Marg (Old Minto Road)
New Delhi -110002
Web site: www.trai.gov.in