



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

भारत सरकार/Government of India

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg
(पुराना मिनटो रोड) नई दिल्ली/(Old Minto Road), New Delhi-110002

फैक्स/Fax : +91-11-23213294, ईपीबीएक्स नं०/ EPBX No. : +91-11-23664145



F. No. 12-31/2016-B&CS

Date: 27th June, 2016

To,

All Multi System Operators

Sub: Multi System Operators to display details of their nodal officers on their website and inform the same to their linked LCOs for ease of business and to reduce disputes

The Telecommunication (Broadcasting and cable services) Interconnection (Digital Addressable Cable Television Systems) Regulations, 2012 requires that no Multi System Operator (MSO) shall make available signals of TV channels to any linked Local Cable Operator (LCO) without entering into a written interconnection agreement. Further the LCOs are required to contact MSOs on various interconnection issues which include:

- (a) for seeking TV signal from MSO;
- (b) for signing of agreement; and
- (c) after signing of agreement, for follow up actions on day-to-day issues already registered in web based grievance redressal system, as per Model Interconnection Agreement(MIA)/Standard Interconnection Agreement (SIA), by LCO.

2. Normally, each MSO must declare the authorized representative or nodal person for above mentioned purposes. This person should be easily accessible to LCOs, physically as well as through Email/ mobile, so that they can interact with each other and resolve their issues in time bound manner.

3. It has been brought to the notice of TRAI that sometimes the persons associated with the MSO are either inaccessible or issues hand written transaction notes to linked LCOs without any specific authorization and company seal / stamp which is not in line with the regulations in this regard. These practices also give rise to disputes as LCOs are not sure whether the contact person is authorized by respective MSO or not.

4. As per clause (c) of regulation 2 of the above said regulations “authorised agent or intermediary” means any person including an individual, group of persons, public or private body corporate, firm or any organization or body authorised by a broadcaster or multi-system operator to make available its TV channels to a distributor of TV channels and such authorised agent or intermediary, while making available TV channels to the distributors of TV channels, shall always act in the name of and on behalf of the broadcaster or multi-system operator, as the case may be.

5. Accordingly, all the Multi System Operator shall communicate name and contact details of its nodal officers (State/ district/ city wise) to all its linked LCOs in writing and also put the same on MSOs official website prominently so that any LCO can easily approach the authorized person of MSO for ease of business and settlement of issues, if any, in time bound manner.

6. This shall be complied within 21 days from the date of issue and compliance is to be given, in writing, to the undersigned.



(S.M.K.CHANDRA)
Joint Advisor (B&CS)
smk.chandra@tra.gov.in