



Channel Selector Portal fetches real time data from your DPO/Cable Operator. The data fetched from DPO/Cable Operator is cached on your local device to improve the portal's performance. Hence it is advised to clear your device's cache before accessing the portal. Steps to clear your browser's cache:

1. Open the new tab of browser or click on three dot available on right side corner of the browser
2. Press Control + H or click on history / setting or click on library then history
3. Click on clear browsing data
4. Select time range and clear data

In case of Safari

1. On the keyboard, press Command +Y
2. Click on Clear browser history
3. In the popup that appears, select the time range and then click on Clear History

The keyboard shortcuts for the same are:

1. For windows, "Ctrl+Shift+R"
2. For Mac, "Command+Shift+E"

1. **Home Screen:** When the Channel Selector Portal (<https://channelselector.trai.gov.in/>) is opened below the home screen appears. Subscribers have to select their DTH / Cable Operator name from the dropdown list "Subscriber Login" to proceed further.





## TRAI Channel Selector Portal User Guide

2. **Login Screen:** Subscribers (you) need to enter their Registered Mobile Number OR Subscriber ID OR Set Top Box Number or VC Number. Know your Subscriber ID, STB Number or VC Number user guide can help to find this information, click on the link to know the procedure.

**LOGIN**Back

**DTH / Cable Operators- Asianet**

To login please enter your **Registered Mobile Number**. If not available kindly enter your **Subscriber ID** or **Set-Top Box Number / VC Number**.

☒ **REGISTERED MOBILE NUMBER** Or ☐ **SUBSCRIBER ID** Or ☐ **STB / VC NUMBER**

+91 | Enter 10 digit mobile number

**Continue**

[Know your Subscriber ID, STB Number or VC Number](#)

### 3. Get OTP and Validate OTP:

- If you have entered the correct Registered Mobile Number OR Subscriber ID or Set Top Box Number, then you will be prompted to enter OTP. You shall receive OTP through SMS or displayed on your TV screen, sent by your DTH/Cable Provider. OTP shall be valid next 5 minutes only.
- Report issue / feedback option is provided at the top in the menu bar. If a subscriber is facing any issue while login then they can report it. Required information like RMN / Subscriber ID/ STB or VC Number, issue type and comments need to be filled before submitting it.

**OTP / Authentication Code**Back

Please enter **OTP / Authentication Code**, which is received on your registered Mobile Number / TV Screen

Enter OTP

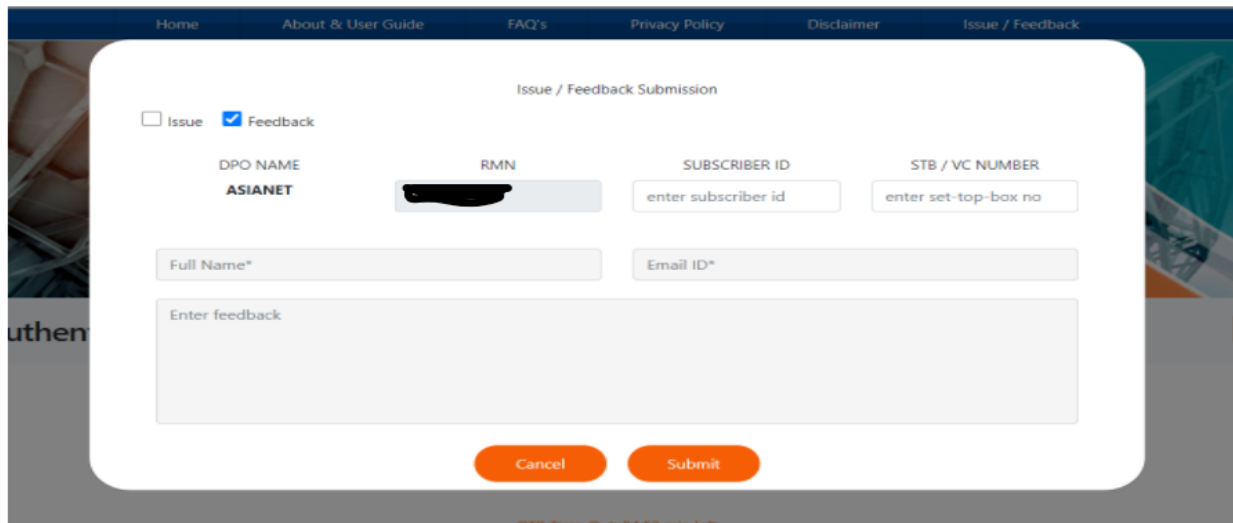
OTP Time Out: 03:41 min left

[< Change Details](#) **Verify** [Resend OTP](#)

How to view OTP

1. All subscriber shall receive OTP on registered mobile number
2. Additionally, subscriber of Cable Operator shall also receive OTP on Television Screen / Set Top Box's message box
3. Please switch on your Set Top Box and Television prior to OTP generation from the App

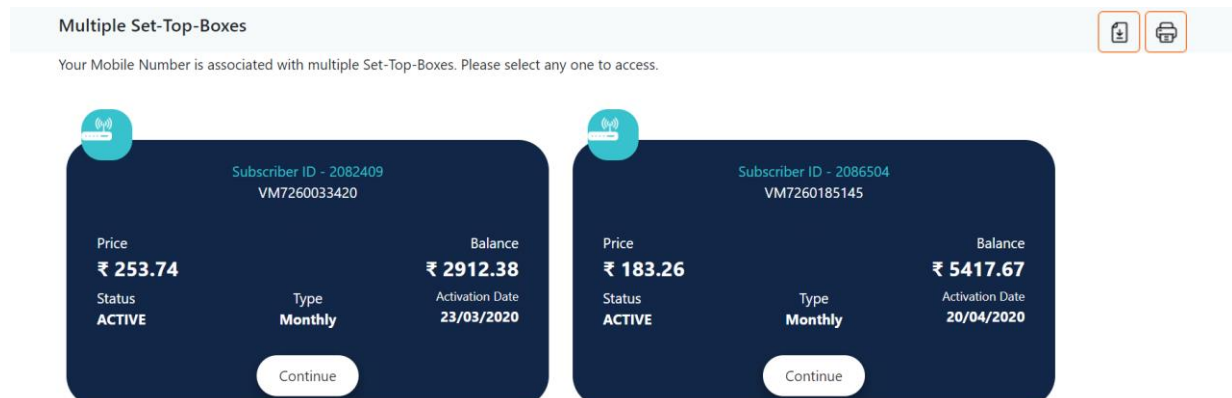
## TRAI Channel Selector Portal User Guide



The screenshot shows the 'Issue / Feedback Submission' form on the TRAI Channel Selector Portal. The form has a dark blue header with navigation links: Home, About & User Guide, FAQ's, Privacy Policy, Disclaimer, and Issue / Feedback. The form itself is white with a rounded border. At the top, there are two radio buttons: 'Issue' (unchecked) and 'Feedback' (checked). Below this, there are four input fields: 'DPO NAME' (pre-filled with 'ASIANET'), 'RMN' (with a blacked-out value), 'SUBSCRIBER ID' (placeholder: 'enter subscriber id'), and 'STB / VC NUMBER' (placeholder: 'enter set-top-box no'). Below these are two more input fields: 'Full Name\*' and 'Email ID\*'. A large text area for 'Enter feedback' is at the bottom. At the very bottom of the form are two orange buttons: 'Cancel' and 'Submit'.

#### 4. View Subscription Summary:

- All the subscriptions which are tagged with the same mobile number shall be shown on this screen. Click on the Set Top Box number which you wish to view and change the subscription. Users can download & print the details of all the subscriptions by clicking on download and print icon.






The screenshot shows the 'Multiple Set-Top-Boxes' screen. At the top, there's a header 'Multiple Set-Top-Boxes' with a download icon and a print icon. Below the header, a message states: 'Your Mobile Number is associated with multiple Set-Top-Boxes. Please select any one to access.' Below this message are two dark blue cards, each representing a subscription. Each card has a teal circular icon with a white 'STB' label. The first card shows 'Subscriber ID - 2082409' and 'VM7260033420'. It lists 'Price ₹ 253.74', 'Balance ₹ 2912.38', 'Status ACTIVE', 'Type Monthly', and 'Activation Date 23/03/2020'. The second card shows 'Subscriber ID - 2086504' and 'VM7260185145'. It lists 'Price ₹ 183.26', 'Balance ₹ 5417.67', 'Status ACTIVE', 'Type Monthly', and 'Activation Date 20/04/2020'. Both cards have a white 'Continue' button at the bottom.

- Upon Selecting Set Top Box in above screen (4.a) or if you have entered through subscriber ID OR Set Top Box Number then respective subscription will be shown.

## TRAI Channel Selector Portal User Guide

Current Subscription Summary



[Back](#)

Subscriber Id <b>2082409</b>		DTH / Cable Operator <b>Asianet</b>	
No. of Bouquet <b>4</b>	Total No. of Channels <b>266</b> 	No. of Total a-la-carte <b>1</b>	Activation Date <b>22/03/2020</b>
Subscription Value / Month <b>₹ 253.74</b>		Balance <b>₹ 2912.38</b>	

Base Pack / Bouquet  
(4 Bouquets)

Paid Channels  
(1 Channels)





















Free to Air Channels  
(0 Channels)

DD Mandatory  
(27 Channels)

Edit Subscription

Check details of your existing subscription plan like Subscriber Id, No. of Bouquet, Total No. of Channels (includes total channels of bouquet and in a carte-Paid/Free), No. of Individual Channels (includes only a carte- Paid/Free channels), Subscription activation date, Subscription Value / Month & Balance amount in your account. The current subscription channels/bouquet details shall be shown at the same page which shall be only viewable however the subscriber shall be able to edit the subscription after clicking on the button “Edit Subscription”.

The pagination is provided at the bottom of the web page through which user shall be able to navigate on the next pages of the channels/bouquets.

 ACV TELUGU-AP ₹ 0.00  Language: Telugu	 ACV Utsav  ₹ 0.00 Language: Malayalam	 ACV Utsav Plus  ₹ 0.00 Language: Malayalam	 ACV_PLAYBACK  ₹ 0.00 Language: Malayalam
 AKASH AATH  ₹ 0.00 Language: Bengali	 AL JAZEERA  ₹ 0.00 Language: English	 AMRITHA_TV  ₹ 0.00 Language: Malayalam	 Angel TV  ₹ 0.00 Language: Tamil
 AP 24X7-AP  ₹ 0.00 Language: Telugu	 AP PRIME-AP  ₹ 0.00 Language: Telugu		

« Previous **1** 2 3 Next »



- c. Upon clicking on the “Edit Subscription” button on the above screen (4.b), the details of your current subscription will be shown from where users can modify their current subscription.

Subscriber ID- 2082409 | Asianet
Back

**Modify Subscription**

**Current Subscription**

Bouquet: 4 | Paid Channels: 1 | Free Channels: 0

₹ 53.23

Free to Air Channels
Paid Channels
DPO / Broadcaster Bouquet
Base Pack

Search Here
≡

News 18 Kerala

₹ 0.10

Language: Malayalam

SD
☒

ACS COMBO-1

₹ 20.00

Total Channels: 12

SD
☒

Base Pack

₹ 0.00

Total Channels: 27

SD
☒

Added Bouquet

0

Added Paid Channels

0

Added Free Channels

0

Save Draft
Proceed

### 5. Modify Subscription: -

- a. Upon click of the Edit Subscription button (explained in point 4) details of your existing subscription will be shown i.e., subscribed (Bouquets/Channels). The channels/bouquets can be removed by unchecking the channel/bouquet. By clicking on (>) button details of channels present in the bouquet can be viewed.

Subscriber ID- 2082409 | Asianet
Back

**Modify Subscription**

**Current Subscription**

Bouquet: 4 | Paid Channels: 1 | Free Channels: 0

₹ 53.23

Free to Air Channels
Paid Channels
DPO / Broadcaster Bouquet
Base Pack

Search Here
≡

News 18 Kerala

₹ 0.10

Language: Malayalam

SD
☒

ACS COMBO-1

₹ 20.00

Total Channels: 12

SD
☒

Base Pack

₹ 0.00

Total Channels: 27

SD
☒

Added Bouquet

0

Added Paid Channels

0

Added Free Channels

0

Save Draft
Proceed


## TRAI Channel Selector Portal User Guide

- b. Upon clicking on the “built from scratch” button shall remove all the channels / bouquets from your current subscription in a single click. If you want to modify your current subscription from scratch then click on OK button of confirmatory pop up otherwise you have to click on cancel button.

Subscriber ID- 2082409 | Asianet

Back

Modify Subscription




BST Category 2

₹ 0.00

Total Channels: 0

SD



KLSD01

₹ 33.13

Total Channels: 50

SD

Build from Scratch

Added Bouquet

Added Paid Channels

Added Free Channels

Save Draft

Proceed

Build from Scratch enables you to build subscription (Channels and Bouquets) from scratch.

1. Your existing subscription shall be removed.  
2. You will have to select Channels and Bouquets of your preference.  
3. You can revert back to your original subscription by clicking Restore Subscription.

Do you want to continue?

Cancel

OK

- c. Upon clicking on “Restore Subscription” button shall restore your current subscription which is removed from built from scratch action. If you want to modify your subscription with full / partial current subscription then click on OK button of confirmatory pop up otherwise you have to click on cancel button.

Subscriber ID- 2082409 | Asianet

Back

Modify Subscription

₹ 0.00

Search Here

Restore Subscription

Added Bouquet

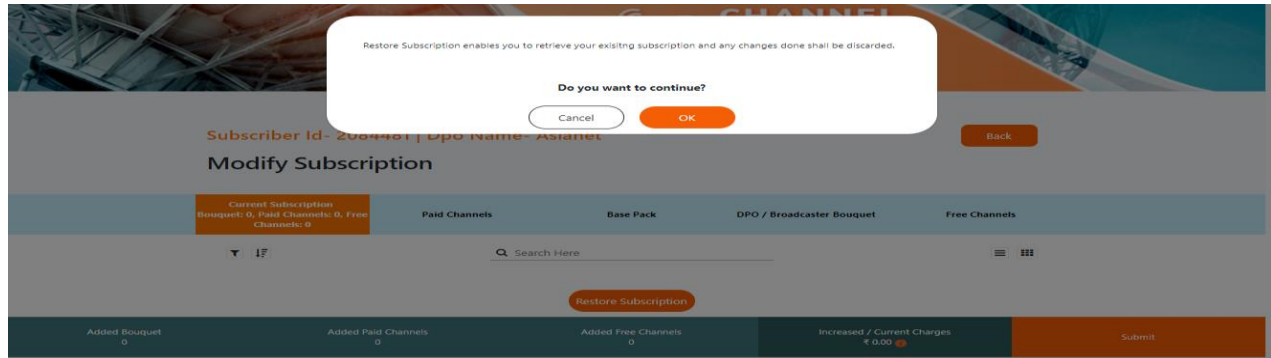
Added Paid Channels

Added Free Channels

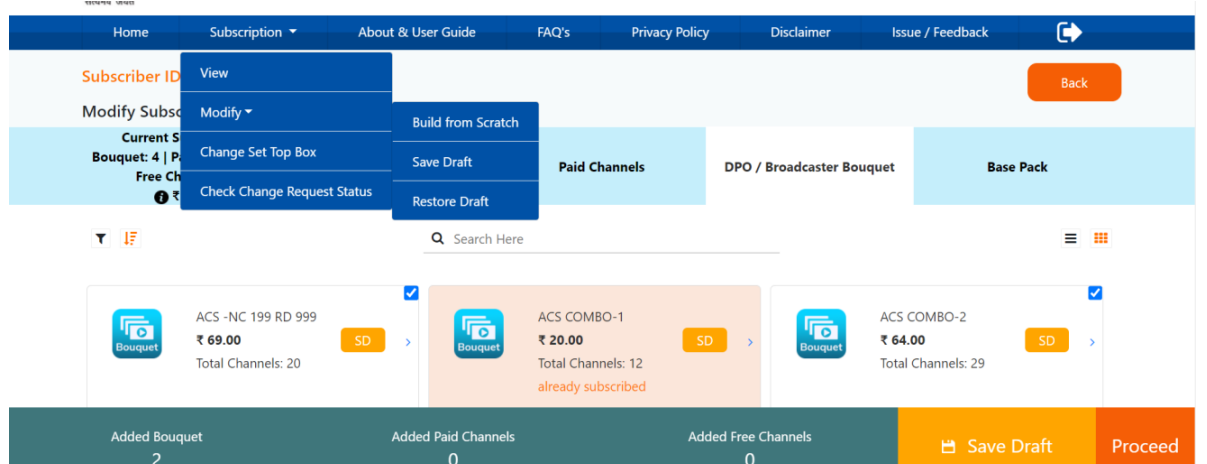
Save Draft

Proceed

## TRAI Channel Selector Portal User Guide



d. After modifying subscription, users can check details of added channel & bouquet by clicking on Added Bouquet / Added Paid Channels / Added Free Channel respectively. Portal shall also provide you facility to save your subscription modification as a single draft in the combination of DPO, Subscriber ID and Subscription ID. This option shall come as a save draft button under Subscription > Modify menu in the burger menu and at bottom before proceed, clicking on the back button and logging out from the edit subscription page. If you want to save draft then click on OK button of confirmatory pop up otherwise you have to click on cancel button.








## TRAI Channel Selector Portal User Guide

Subscriber ID- 2082409 | Asianet Back

Modify Subscription

Current Subscription	Free to Air Channels	Paid Channels	DPO / Broadcaster Bouquet	Base Pack
Bouquet: 4   Paid Channels: 1   Free Channels: 0 ₹ 53.23				

Search Here

 ACS -NC 199 RD 999 ₹ 69.00 Total Channels: 20	 ACS COMBO-1 ₹ 20.00 Total Channels: 12 already subscribed	 ACS COMBO-2 ₹ 64.00 Total Channels: 29
---	--	--

Added Bouquet: 2 | Added Paid Channels: 0 | Added Free Channels: 0

Save Draft Proceed

Do you want to save new draft? Choosing 'OK' shall overwrite previously saved draft, if any.

Cancel OK

Subscriber Id- 2084481 | Dpo Name- Asianet

Modify Subscription Back

- e. Clicking upon the restore draft button in the dropdown option of “Subscription > Modify” menu of menu bar or modifying subscription on modify subscription page shall restore your saved draft in the combination of DPO, Subscriber ID & subscription ID. If you want to restore the saved draft then click on OK button of confirmatory pop up otherwise you have to click on cancel button.




Home | Subscription | About & User Guide | FAQ's | Privacy Policy | Disclaimer | Issue / Feedback

Subscriber ID- 2082409 | Asianet Back

Modify Subscription

Current Subscription	Free to Air Channels	Paid Channels	DPO / Broadcaster Bouquet	Base Pack
Bouquet: 4   Paid Channels: 1   Free Channels: 0 ₹ 53.23				

Search Here

 ACS -NC 199 RD 999 ₹ 69.00 Total Channels: 20	 ACS COMBO-1 ₹ 20.00 Total Channels: 12 already subscribed	 ACS COMBO-2 ₹ 64.00 Total Channels: 29
---	--	---

Added Bouquet: 2 | Added Paid Channels: 0 | Added Free Channels: 0

Save Draft Proceed



The screenshot shows the 'Language' filter section in the Amazon India app. On the left, a sidebar lists filter categories: 'Quality', 'VAS Bouquet', and 'Genre'. The 'Language' category is highlighted in orange. The main content area has a title 'Language' and a search bar labeled 'Search Here..'. Below the search bar is a list of languages, each with a blue checkmark indicating it is selected:

- Select All
- All
- All Languages
- Assamese
- Bengali
- Bhojpur
- English
- English And Hindi
- French
- German
- Gujarati
- Hindi
- Kannada
- Malayalam
- Marathi
- Odia



## TRAI Channel Selector Portal User Guide

- b. Free to Air Channels, Paid Channels, Channel Pack (DPO / Broadcaster Bouquet & Base Pack) can be checked at below tabs of the page.

Subscriber ID- 2082409 | Asianet Back

Modify Subscription

Current Subscription  
Bouquet: 4 | Paid Channels: 1 |  
Free Channels: 0  
₹ 53.23

Free to Air Channels   Paid Channels   DPO / Broadcaster Bouquet   Base Pack

News 18 Kerala  
₹ 0.10  
Language: Malayalam

ACS COMBO-1  
₹ 20.00  
Total Channels: 12

Base Pack  
₹ 0.00  
Total Channels: 27

- c. **Sort-** Click on Sort button to arrange channels/bouquets by Price (High to Low or Low to High) and by Name (Alphabet- A to Z or Alphabet- Z to A)

Subscriber ID- 2082409 | Asianet Back

Modify Subscription

Current Subscription  
Bouquet: 4 | Paid Channels: 1 |  
Free Channels: 0  
₹ 53.23

Free to Air Channels   Paid Channels   DPO / Broadcaster Bouquet   Base Pack

Price Low to High  
Price High to Low  
Channel A to Z  
Channel Z to A

News 18 Kerala  
₹ 0.10  
Language: Malayalam

ACS COMBO-1  
₹ 20.00  
Total Channels: 12

Base Pack  
₹ 0.00  
Total Channels: 27

- d. Users can view the channels/Bouquet in list or grid view.



## TRAI Channel Selector Portal User Guide

**Subscriber ID- 2082409 | Asianet**Back

**Modify Subscription**

**Current Subscription**  
Bouquet: 4 | Paid Channels: 1 |  
Free Channels: 0  
₹ 53.23

**Free to Air Channels**

**Paid Channels**

**DPO / Broadcaster Bouquet**

**Base Pack**

News 18 Kerala  
₹ 0.10  
Language: Malayalam

SD

☒

ACS COMBO-1  
₹ 20.00  
Total Channels: 12

SD

☒

Base Pack  
₹ 0.00  
Total Channels: 27

SD

☒

### 7. Summary: Edit Subscription (View changes made to the subscription)

- Current Subscription- Bouquet/Channels: You can view the details of bouquets/channels which are present in your existing subscription.
- Removed Bouquet/Channels: You can view the details bouquet/channels which are removed from existing subscription.
- Newly Added Bouquet/Channels :You can view and remove the details of bouquet/channels by unchecking the channels/bouquets which are newly added in your subscription
- View new estimated Total subscription Value/month on the bottom of the page and this price is inclusive of tax.
- Click on the “Click to Optimize” button to proceed.

**Subscriber ID- 2082409 | Asianet**Back

**Summary: Edit Subscription**

**Current Subscription- Bouquet / Channels**  
Total Channels : 90

**Removed- Bouquet / Channels**  
Total Channels : 0

**Newly Added- Bouquet / Channels**  
Total Channels : 49

News 18 Kerala  
₹ 0.10  
Language: Malayalam

SD

ACS COMBO-1  
₹ 20.00  
Total Channels: 12

SD

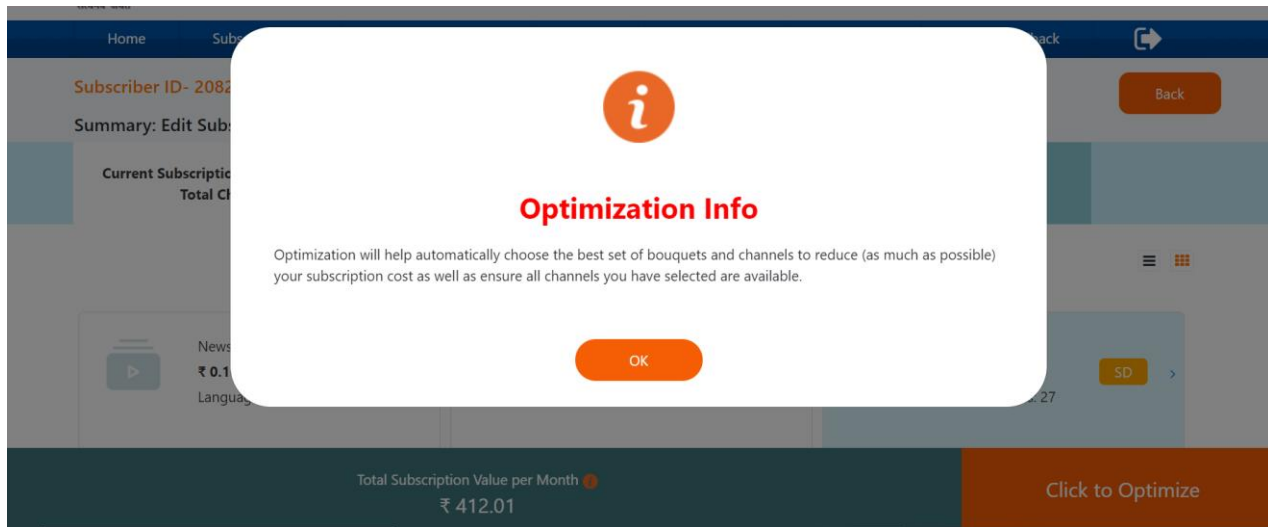
Base Pack  
₹ 0.00  
Total Channels: 27

SD

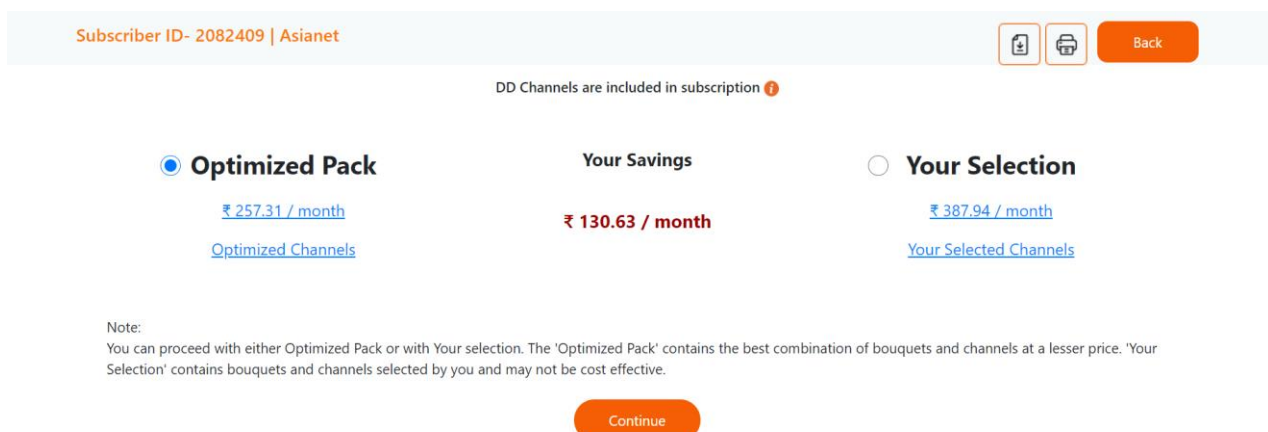
Total Subscription Value per Month ⓘ  
₹ 412.01

Click to Optimize

## TRAI Channel Selector Portal User Guide



8. **Optimization:** The portal will suggest an optimum configuration i.e. combination of Channels/Bouquet based on consumer's selection so as to reduce total monthly bill.
  - a. If your selection is already optimized, which means the portal can't suggest a better solution than your selection then you will get the message "Your channel selection is already optimized".
  - b. If your selection is not optimized which means the Portal has a better solution than your selection then you will land up on the summary page.
  - c. Click on price/month to see details of price breakup and click on Optimized Channels/Your Selected Channels hyperlink to view details of channels/bouquet.
  - d. Your savings: "How much amount you are saving if you are opting for an optimized solution".
  - e. Select any one radio button (Optimized Pack or Your Selection) through which you want to proceed and want to set your new subscription and click on Continue.
  - f. Users can download & print the details by selecting the radio button and clicking upon download & print icon respectively.



## TRAI Channel Selector Portal User Guide

### 9. Set Subscription:

- Depending on choice to proceed by selecting any one radio button (Optimized Pack or Your Selection) through which you want to proceed and want to set your new subscription, you will be able to check details of the final bouquet/channels which shall be in your modification request.
- Clicking upon(i) icon of Net Payable Amount / Month will show details of total channels breakup and price breakup of your final selection.
- Click on Add Free Channels button at bottom to add more Free to Air Channels in the same range of NCF (Network Capacity Fee) without paying any extra charges:
  - Portal will allow you to select a number of Free to Air Channels within the same range of NCF.
  - You can apply language filter and sorting on this page to select channels of your choice.
  - Click on the checkbox in respect to Channel Name to select those channels.
  - Then click on the Add button to add these channels in your new subscription request.

Subscriber ID- 2082409 | Asianet


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Add Free Channel

Select All ☐


Search Here

You can add upto **266** Free to Air Channels




10TV-AP  
₹ 0  
Language: Telugu

☐



24 NEWS MALAYALAM  
₹ 0  
Language: ALL

☐



4 TV-AP  
₹ 0  
Language: Urdu

☐

Channel Value ⓘ  
₹ 0.00

Add Channel

- View Final Subscription list of Bouquet / Channel.
- Click on the Proceed button to submit the final change subscription request with your DTH/Cable operator. Upon successful submission of request your DTH/Cable operator shall respond acknowledgement no and will show it to you in the Portal.
- Users can download & print the details of the final subscription by clicking on download & print icon respectively.



## TRAI Channel Selector Portal User Guide

**Subscriber ID- 2082409 | Asianet**

**Back**

**Final Subscription**

24 NEWS MALAYALAM ₹ 0.00 Language: ALL	4 TV-AP ₹ 0.00 Language: Urdu	Animal Planet HD World ₹ 3.00 Language: English
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**Total Paid Channels : 58**  
**Total Free Channels : 211**  
**Total Channels : 269**

**Total Price : ₹ 56.23**  
**Total NCF : ₹ 160.00**  
**GST(18.00%) : ₹ 38.92**

**Entertainment Tax(1.00%) : ₹ 2.16**  
**Net Payable Amount / Month**  
**₹ 257.31**

**Proceed**

**Subscriber ID- 2082409 | Asianet**

**Acknowledgement**

Your Subscription modification request has been submitted successfully and shall be affected in next 72 hours

Acknowledgement No  
**TRA07545813640361222482**

Current Balance	Monthly Bill
₹ 2912.38	₹ 257.31

**OK**

### 10. Check Change Subscription Status:

- To view Change Subscription Status, Click on Dropdown of “Subscription” menu of Top menu bar and Click on Check Change Subscription Status. You will be able to view the status of the last request made with your DTH/Cable operator.
- Status the last submitted request can be-
  - Active- Your request has been activated by DTH / Cable Operator
  - In Progress- Your request is in progress with DTH / Cable Operator
  - Rejected- Your request has been rejected by DTH / Cable Operator, due to various reasons. In this case you need to contact your DTH/Cable operator directly.
- Also till the time your previous request has status- In Progress, you will not be able to submit another change subscription request.

## TRAI Channel Selector Portal User Guide

Home	Subscription ▾	About & User Guide	FAQ's	Privacy Policy	Disclaimer	Issue / Feedback	🔍
Current Subscriptions		<div>View</div> <div>Modify ▾</div> <div>Change Set Top Box</div> <div>Check Change Request Status</div>		<div>📄</div> <div>🖨️</div> <div>Back</div>			
		Subscriber Id <b>2082409</b>		DTH / Cable Operator <b>Asianet</b>			
No. of Bouquet <b>4</b>		Total No. of Channels <b>266</b> ⓘ		No. of Total a-la-carte <b>1</b>		Activation Date <b>22/03/2020</b>	

### 11. Menu Bar (Top Menu bar):

a. You will be able to view other options:

- Home
- Subscription
  - View
  - Modify
  - Change Set Top Box
  - Check Change Request Status
- About & User Guide
- FAQs
- Privacy Policy
- Disclaimer
- Issue / Feedback
- Logout

**12. Change Set Top Box:** In case more than one subscriptions are tagged with one subscriber ID / Registered Mobile Number, users can go on Multiple Set Top Box pages by clicking on “Change Set Top Box”.

Home	Subscription ▾	About & User Guide	FAQ's	Privacy Policy	Disclaimer	Issue / Feedback	🔍
Current Subscriptions		<div>View</div> <div>Modify ▾</div> <div>Change Set Top Box</div> <div>Check Change Request Status</div>		<div>📄</div> <div>🖨️</div> <div>Back</div>			
		Subscriber Id <b>2082409</b>		DTH / Cable Operator <b>Asianet</b>			
No. of Bouquet <b>4</b>		Total No. of Channels <b>266</b> ⓘ		No. of Total a-la-carte <b>1</b>		Activation Date <b>22/03/2020</b>	




## TRAI Channel Selector Portal User Guide

### Multiple Set-Top-Boxes



Your Mobile Number is associated with multiple Set-Top-Boxes. Please select any one to access.



Subscriber ID - 2082409  
VM7260033420

Price  
**₹ 253.74**


Status  
**ACTIVE**

Balance  
**₹ 2912.38**

Activation Date  
**23/03/2020**

Type  
**Monthly**

Continue



Subscriber ID - 2086504  
VM7260185145

Price  
**₹ 183.26**

Status  
**ACTIVE**

Balance  
**₹ 5417.67**


Activation Date  
**20/04/2020**

Type  
**Monthly**

Continue

### 13. Issue / Feedback:

- To report an issue or submit feedback a subscriber has to click on the issue /feedback menu. Required information like RMN / Subscriber ID/ STB or VC Number, issue type and comments needs to be filled before submitting it.



भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
(IS/ISO 9001:2015 Certified Organisation)

Home

Issue / Feedback Submission

☒ Issue ☐ Feedback

DPO NAME RMN SUBSCRIBER ID STB / VC NUMBER

ASIANET enter mobile no enter subscriber enter set-top-bo

List of Issues

- Cable Provider Unavailable
- Long Term Plan
- Pending Request in Queue
- Set subscription request pending from more than 72 Hrs
- Unable to fetch subscription
- Fetching Wrong Subscription
- Unable to Select Channels / Bouquet
- Unable to delete Channels / Bouquets
- Unable to Optimize
- Optimization Cost Increasing
- Acknowledgment Number not received
- Set Subscription request activated but not showing in current subscription:
- Other

Back



भारतीय दूरसंचार विनियामक प्राधिकरण  
Telecom Regulatory Authority of India  
(IS/ISO 9001:2015 Certified Organisation)

Home

Issue / Feedback Submission

☐ Issue ☒ Feedback

DPO NAME RMN SUBSCRIBER ID STB / VC NUMBER

ASIANET enter mobile no enter subscriber enter set-top-bo

Enter feedback

Submit Cancel

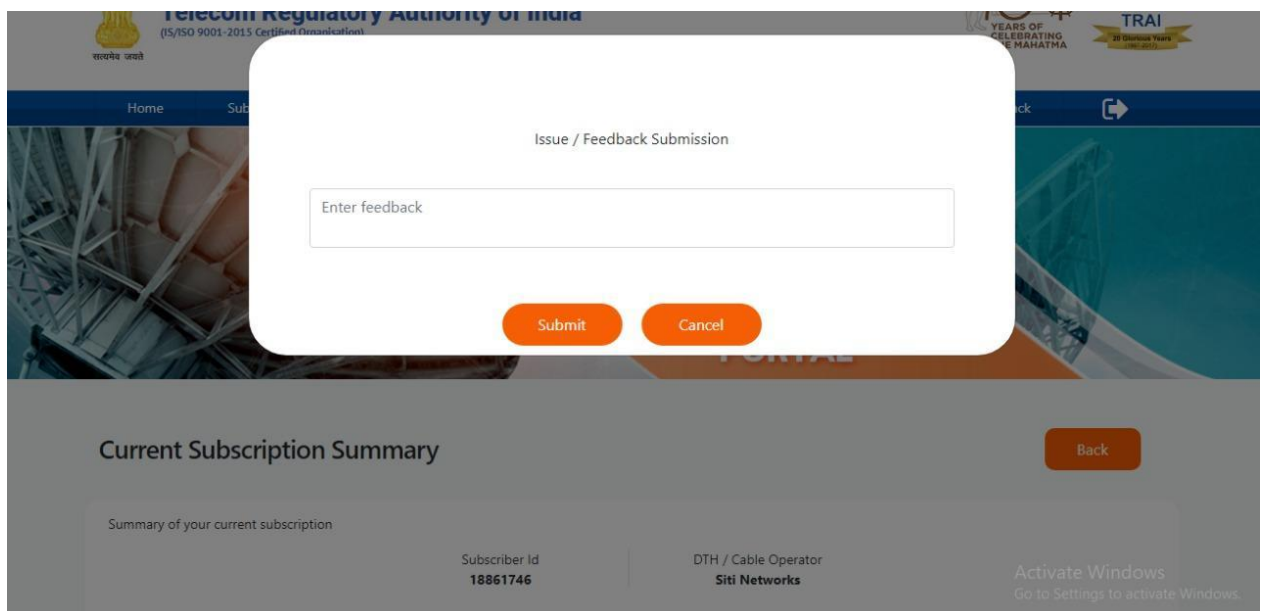
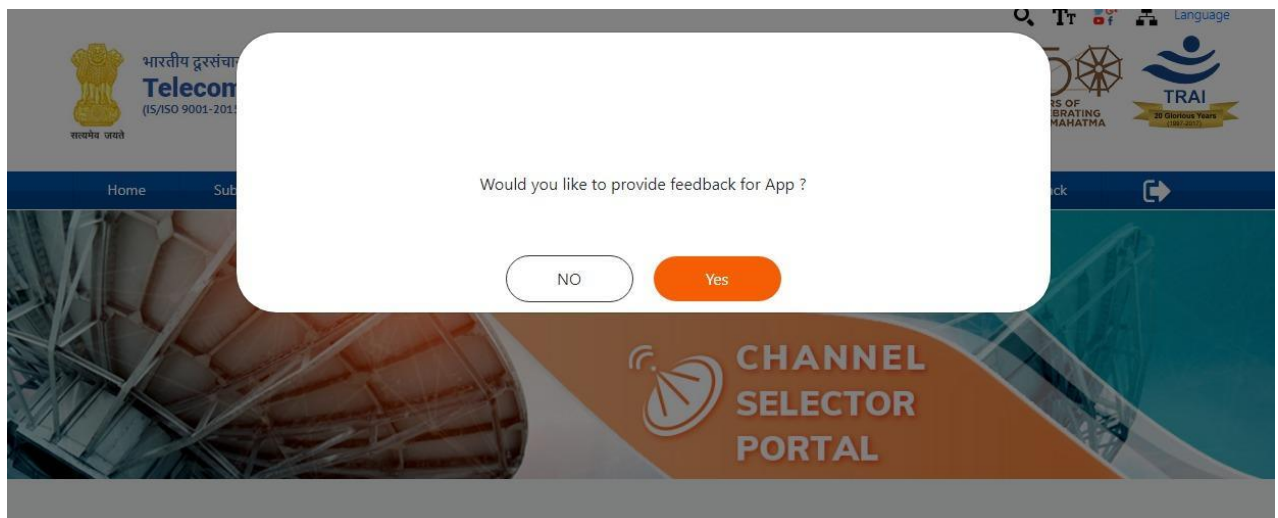
Current Subscription Summary

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## TRAI Channel Selector Portal User Guide

- b. While exiting from Portal (not logout), subscribers can also submit their experience.



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