

# Telecom Regulatory Authority of India

FAQs on

## New Regulatory framework for Broadcasting and Cable TV services



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# A. General

## 1. What constitute New Regulatory Framework?

The regulatory framework comprises of the following:-

- a) The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 dated 3rd March 2017, as amended on 30th March 2017 [the Tariff Order 2017];
- b) The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 dated 3rd March 2017 [the Interconnection Regulation 2017];
- c) The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 dated 3rd March 2017 [the QoS Regulation 2017]

## 2. What were the reasons behind framing of this regulatory framework?

Digitization started in 2012 in Cable TV sector and completed by end of March 2017. The purpose of digitization was to bring in transparency and provide real choice to the consumers. Due to digitization, the regulation required a comprehensive review. The review exercise was carried out through multiple rounds of consultative process. TRAI notified TTO and regulations for interconnection and Quality of Service on 3<sup>rd</sup> March 2017.

## 3. Is there any time line for implementation of the New Regulatory Framework?

Though the New Regulatory Framework was notified on 3<sup>rd</sup> March 2017 by TRAI, its implementation has been notified on 03.07.2018 by TRAI through a press release. It is likely to be implemented for consumers from Jan 2019 onwards. Some important activities and timelines for service providers are as under:

- I. The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017:** Declaration of MRP and nature of Channels by Broadcasters within 60 days; Declaration of Network Capacity fee and Distribution Retail Price (DRP) by Distributors within 180 days; Reporting by Broadcasters within 120 days
- II. The Telecommunication (Broadcasting and Cable) Interconnection (Addressable Systems) Regulations, 2017:** Publication of Reference Interconnect Offer (RIO) by Broadcasters within 60 days; Publication of Reference Interconnect Offer (RIO) by Distributors within 60 days; Signing of the interconnection agreements within 150 days;
- III. The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017:** Migration of the subscribers to the new framework within 180 days; Establishment of Customer Care Centre, Website, Consumer Care Channel and Publication of Manual of Practice within 120 days.

#### **4. What are the benefits for various stakeholders under these regulations?**

Some of the salient aspects are as follows:

**a. Benefits for Broadcasters:**

- For the first time since 2004, Broadcaster has become master of their channels, with full price forbearance. Broadcaster can now fix maximum retail price (MRP) of a pay channel for consumers. The concept of broadcaster giving channels to distributor on wholesale price and distributor retailing it to consumer is given a go by.
- All price caps which operated since 2004 in the analogue mode and fixing of rates of channels by broadcasters keeping frozen analogue rates as the basis in the addressable system has been removed. Broadcaster can price its channels and fix MRP for the consumer under complete forbearance.
- Flexibility has also been provided to broadcaster to offer bouquet of channels for the consumers and prescribe MRP of the same.
- The bouquet(s) offered by the broadcasters to consumers shall be provided by the distributors to the consumers without any alteration in composition of the bouquet(s).
- For Channels a “Must carry” provision has been prescribed for all types of distribution platforms, thereby removing entry barrier for any

broadcaster. All Distributors are required to publish an RIO giving details of carriage fee. Transparent and slab-wise pricing of channel carriage fee is mandated, thereby benefitting any broadcaster who gets more eye-balls.

➤ Mandatory provision of Electronic Program Guide (EPG) to ensure that all channels are available to the consumers transparently.

➤ To ensure the smooth revenue flow in the value chain and thereby reducing the disputes, a provision of mandatory and transparent third party audits of Distributors to ensure true reporting of subscriber base has been provided.

➤ Automated system generated subscriber reports to be made available by distributors to all broadcasters, thereby improving transparency has been provided for.

#### **b. Benefits For Distributors**

✓ Broadcasters have been mandated to publish an RIO giving transparent and non-discriminatory terms including discounts (if any) based on measurable parameters. This would enable Distributors in getting non-discriminatory deals on a transparent basis and scope of disputes would be reduced.

✓ Broadcasters have to enter into agreements with distributors on the basis of RIO only. No mutual negotiations de hors the RIO is permitted.

✓ Distributors are empowered as they can now sign and send the RIO published by any broadcaster and it is treated as binding agreement.

✓ Standard format for subscription reports by Distributors and Audit mechanism has been provided.

✓ Independent source of revenue for distributors in form of Network Capacity fee so that they can upgrade their network and services.

✓ It is pertinent to note that the cost of channel and cost of network has been made independent of each other in the 2017 regime.

#### **c. Benefits For Consumers**

❖ A consumer becomes real decision maker of what she/he views and has complete freedom to choose what he/she wishes to watch and pay only for that. It is mandated that all channels have to be offered on a-la-carte basis and the MRP has to be declared. Same way, the MRP of the Bouquet has to be published.

❖ Flexibility has been given to the distributors to drop such channels which do not command reasonable subscription thereby increasing the capacity to carry more channels of consumer choice.

❖ Consumer is not required to pay any subscription fee for a FTA channel if he subscribes to one.

- ❖ The service providers have been mandated to give full information regarding channel prices on Electronic Program Guide.
- ❖ Consumer gets clarity of the product offered and is not fleeced by smart packaging. It has been mandated that FTA channels can't be clubbed with Pay channels in a Bouquet. Further, HD channels can't be clubbed with the SD version of the same channel, so that the consumer has complete clarity with respect to what is on offer.

## **5. What are pay channels?**

'Pay channel' means a channel which is declared as such by the broadcaster and for which a share of maximum retail price is to be paid to the broadcaster by the Distributor of television channels and for which due authorization needs to be obtained from the broadcaster for distribution of such channel to subscribers.

## **6. What is MRP of channel? Is it uniform for all distribution platforms?**

'Maximum retail price' or 'MRP' for the purpose of these regulations, means the maximum price, excluding taxes, payable by a subscriber for a-la-carte pay channel or bouquet of pay channels, as the case may be.

MRP declared by the broadcasters will be uniform for every distribution platforms.

## **7. What is network capacity fee?**

'Network Capacity Fee' means the amount, excluding taxes, payable by a subscriber to the Distributor of television channels for distribution of TV channels subscribed by that subscriber and it does not include subscription fee for pay channel or bouquet of pay channels, as the case may be. It is a kind of monthly fixed charge for a service. TRAI has prescribed a ceiling of Rs. 130/- per month for use of network capacity of a distributor for providing 100 channels to a subscriber.

## **8. What are Free to Air Channels? Do we have to pay for subscribing only FTA channels?**

Free-to-air television channel means a channel which is declared as such by the broadcaster and for which no fee is to be paid by distributors to the Broadcasters; No charges is to be paid by subscribers to distributors for FTA channels.

## B. For Broadcasters

### 9. What are the obligations of a Broadcaster under these regulations?

Some important Obligations of Broadcasters under impugned Tariff Order 2017 and impugned Interconnection Regulation 2017

<b>Sl.</b>	<b>Details</b>	<b>Timelines</b>
1	Declaration of nature of TV channel(Pay or FTA), MRP of Pay Channel	Within 60 days
2	Publication of Reference Interconnection Offer(RIO) by Broadcaster for pay Channels	Within 60 days
3	Reporting by Broadcasters	Within 120 days
4	Signing of Interconnection Agreements	Within 150 days

Broadcasters are advised to go through the Tariff order and Regulations carefully to meet the compliance requirement.

## C. For Distributors

### 10. What are the obligations of a Distributor under these regulations?

Some of the important Obligations of distributors [DTH, MSOs etc.] under impugned Tariff Order 2017 and impugned Interconnection Regulation 2017 and impugned QoS Regulation 2017.

<b>Sl.</b>	<b>Details</b>	<b>Timelines</b>
1	Publication of Reference Interconnection Offer(RIO) by distributor [DTH, MSO etc]	Within 60 days
2	Provisioning of Customer Care Center, website, consumer care channel and Manual of practice by distributor[DTH, MSO etc]	Within 120 days
3	Signing of Interconnection agreements by service providers	Within 150 days
4	Declaration of Network Capacity Fee and Distributor Retail Price(DRP) for pay channels by distributors[DTH, MSO etc]	Within 180 days
5	Offering of channels/bouquet to subscribers in compliance with the new framework	Within 180 days

Distributors are advised to go through the Tariff order and Regulations carefully to meet the compliance requirement.

### 11. Can a Distributor give a discount on prescribed ceiling of Rs. 130/-?

Under the new framework, the ceiling for Network Capacity Fee has been kept at Rs. 130/- per month. Distributors may charge lower than this amount.

## **12. What is target market?**

Target market is any area within the coverage area of distribution network. A distributor is required to declare target markets and publish on its website as mandated in regulations 4(4) of interconnection regulations 2017.

## D. For consumers

### **13. I want to subscribe only 10 pay channels. Whether I would be required to pay Network Capacity Fee in addition to price of Pay Channels?**

In addition to Network capacity fee as explained above, you have to pay charges for pay channel as per MRP declared by the broadcaster. However, Distributors of television channels has freedom to fix the Distributor retail prices of a-la-carte pay channels for their customers by offering discount on the MRP of pay channels declared by the broadcasters. The DRP cannot exceed the MRP in any case.

### **14. What are the provisions for obtaining Cable Service /DTH service?**

Procedure for new connection is as under:

(1) Every Distributor of television channels or its linked local cable operator, as the case may be, at the time of providing connection to a consumer, shall inform him about complete details of services, including but not limited to, maximum retail price per month and Distributor retail price per month of a-la-carte channels or bouquets, network capacity fee per month and the price of customer premises equipment, security deposit, rental amount, guarantee/warranty, maintenance provisions and ownership of customer premises equipment, as may be applicable.

(2) Every Distributor of television channels or its linked local cable operator, as the case may be, shall provide broadcasting services related to television to the consumer upon obtaining duly filled Consumer Application Form as prescribed in Schedule I of the QoS regulations, 2017 and provide a copy of the same to the consumer.

(3) Every Distributor of television channels or its linked local cable operator, as the case may be, shall, by using the subscriber management system, assign a unique identification number to every subscriber which shall be communicated to the subscriber through Short Message Service (SMS) to the registered mobile number of the subscriber and other means of communication such as email, b-mail, monthly bill or payment receipt as may be deemed appropriate.

**15. Is there any Consumer application Form prescribed by TRAI?**

The Distributor of television channels or its linked local cable operator, as the case may be, shall activate broadcasting services related to television to the subscriber only after the details of Consumer Application Form of such subscriber have been entered into the subscriber management system subject payment of charges for broadcasting services related to television shall be payable by the subscriber from the date of activation of such services.

**16. Is there any amount to be paid upfront for getting a new connection?**

A Distributor of television channels or its linked local cable operator, as the case may be, may charge an amount not exceeding rupees three hundred and fifty as a one-time installation charge for installation of a new connection for providing the broadcasting services related to television.

A Distributor of television channels or its linked local cable operator, as the case may be, may charge an amount not exceeding rupees one hundred as a one-time activation charge for activating the broadcasting services related to television.

**17. What amount we have to pay for CPE to the DTH Operators/ Cable Operators?**

Every Distributor or its linked local cable operator shall provide to every subscriber the set top box. It shall be permissible for every subscriber to buy a set top box of approved quality from the open market, if available, which is technically compatible with the system of the Distributor of television channels.

The Distributor or its linked local cable operator, as the case may be, shall not compel any subscriber to buy or take on rent the set top box from him alone.

Every Distributor of television channels or its linked local cable operator, as the case may be, shall offer customer premises equipment to every consumer under the following schemes:

- (i) outright purchase scheme, and
- (ii) rental scheme:

**18. Who owns the CPE provided by distributors?**

In case of outright purchase scheme, the Distributor of television channels or its linked local cable operator, as the case may be, shall specify the retail price of customer premises equipment along with guarantee/warranty period. The guarantee/warranty period in respect of such customer premises equipment shall be for at least one year. The ownership of such customer premises equipment shall rest with subscriber.

**19. What is the installation charge prescribed under new regulation?**

A Distributor of television channels or its linked local cable operator, as the case may be, may charge an amount not exceeding rupees three hundred and fifty as a one-time installation charge for installation of a new connection for providing the broadcasting services related to television.

A Distributor of television channels or its linked local cable operator, as the case may be, may charge an amount not exceeding rupees one hundred as a one-time activation charge for activating the broadcasting services related to television.

**20. What is the procedure for maintenance of CPE?**

Distributor or a cable operator is responsible for maintaining the Set Top Box if the same is provided under rental scheme or Bundled Scheme of STB in a good working condition to ensure uninterrupted services to a subscriber for a minimum period of 3 years. Further it shall be permissible to DTH operator to charge an amount not exceeding Rs 250 as a visiting charge per registered complaint requiring visit of a person to subscriber premises for carrying out repair and maintenance services.

**21. What are provisions for change in subscription plans of broadcasting services for TV channels?**

Distributor or cable operator shall not change subscription plans of a subscriber unless the subscriber request for the same. Further Distributor or cable operator as

the case may be should keep the record of such change for at least 3 month from the dated of receipt of such from the subscriber.

**22. What are the billing and payment options for consumers?**

Every Distributor or cable operator should offer services both on pre-paid and post-paid basis. Further on request of subscriber the Distributor or cable operator should change payment mechanism from prepaid to post paid and vice versa.

**23. What are the provisions of temporary disconnection?**

Yes, subscriber at least 15 days prior to the suspension date should make a request to his Distributor of cable operator for temporary suspension of service. The temporary suspension shall be for a minimum period of 1 month or multiples thereof.

**24. Can a DTH operator change the channels or bouquet of channels in a package?**

No Distributor should discontinue any bouquet or channels in a bouquet by a subscriber during locking period or during period for which advance is paid by the subscriber if all the channels forming part of the bouquet is available on its platform

**25. What if my DTH operator discontinues the channels subscribed and paid in advance by me?**

In case if the channel is discontinuing, a subscription charges of that bouquet should be reduced by an amount equivalent to discounted Distributor retail price of that channel. The Distributor should not substitute any channel in lieu of discontinued channels on its own.

**26. What are the provisions for closure of DTH subscription?**

A subscriber can request for disconnection at least 15 days in advance to the Distributor or cable operator as the case may be. The Distributor or cable operator

shall disconnect the connection and refund the deposit within 7 days subject to fulfillment of terms and conditions of services.

**27. Is compliance officer of a broadcaster/distributor also authorized to resolve subscriber's grievances?**

No. The compliance officer designated under respective regulations is responsible for-

- Generating awareness for ensuring compliance with the provisions of these regulations.
- Reporting to the Authority, with respect to compliance with these regulations and directions of the Authority issued under these regulations.
- Ensuring that proper procedures have been established and are being followed for compliance of these regulations.

For redressal of complaints of subscribers, every Distributor shall appoint nodal officers for every state.

**28. What can we do if my DTH operator does not provide me channels on a-la carte rate and force me to subscribe bouquet?**

The interconnection regulations mandate broadcasters to offer a-la-carte rates to all Distributors. Therefore, Distributors are required to provide channels on a-la-carte basis to the subscribers. Customer awareness and the mandatory provisions would result in availability of this facility in the Distributor network. Further, violation of provisions of regulations will be dealt as per the provisions of TRAI Act.

**29. Has TRAI provided any regulations for complaint redressal under new regulations?**

For redressal of complaints, the Distributor shall establish a customer care centre which shall contain toll free customer care number having sufficient number of lines, interactive voice response system having 3 levels. Further, the details of complaints redressal shall be published on its website and also use different means such as SMS, TV scrolls, printing in bills etc.

**30. What are the time limits specified for redressal of complaint raised by consumers?**

The Time limits specified for redressal of consumer complaints in the QoS Regulation 2017 are summarised below:

<b>Type of Action by distributor</b>	<b>Time limits</b>
Responding to complaint i) Received during office hrs ii) Received after office hrs	Within 8 hrs Next working day
Resolution of 'no signal' complaints	Within 24 hrs.
Resolution of Complaints related to billing	Within seven days
Resolution of complaints (Except billing)	Within 72 hrs.

### **31. What is the role of the Nodal officer in the redressal of the complaint of the subscriber?**

In case a subscriber is not satisfied with the redressal of complaint by the customer care centre, such subscriber may approach the nodal officer of the distributor of television channels for redressal of his complaint. The Nodal officer designated under respective regulations is responsible for-

- Register every complaint lodged by the subscriber;
- Issue an acknowledgement to the subscriber within two days from the date of the receipt of the complaint indicating there in the unique complaint number;
- Redress such complaints of subscriber within ten days from the date of the receipt of the complaint and intimate the decision taken thereon in respect of such complaint to the subscriber.

### **32. To what extent my personal information/data shared with distributors/ Local Cable operators are safe?**

Every Distributor of television channels or its linked local cable operator, as the case may be, shall ensure privacy and protection of subscribers' personal information and the same shall not be used for any other purpose except in accordance with law.

### **33. Consumers can select 100 SD Channels of their choice as basic tier services for a sum of Rs. 130/- per month. What if, any LCO/distributor does not have sufficient channels on its platform to meet the demand of consumers' choice?**

Distributors of television channels would charge a monthly rental amount of maximum Rs. 130/- (excluding taxes) per month from a subscriber for subscribing a network capacity of 100 SD channels. Subscribers would have to exercise their option to select any number of channels out of channels available on the distribution platform.

#### **34. Will there be any discount in a-la-carte?**

The Broadcaster is akin to a manufacturer producing a product and Distributor of TV channel is like a retailer who sells a product to the consumers. The price of the product is decided by the manufacturer and the retailer cannot sell the product over the MRP. The broadcasters are, therefore, required to declare the MRP of their channel. The Distributors, however, can sell the channel by declaring DRP below MRP.

#### **35. What amount I have to pay, if I opt for only 2 Pay channels of my choice?**

The price of a channel has two components MRP of channel declared by broadcaster and the cost of network for carriage of channel by distributors.

Distributors of television channels can charge a monthly rental amount of maximum Rs. 130/- (excluding taxes) per month from a subscriber for subscribing a network capacity of 100 SD channels. In addition, they may charge price of pay channel, if any subscribed by the consumer.

The Authority has, however, provided freedom to Distributors of television channels to fix the Distributor retail prices of a-la-carte pay channels for their customers by offering discount on the MRP of pay channels declared by the broadcasters. Distributor may also offer basic services below Rs. 130/- to its subscribers.

Therefore, it would be better for a subscriber to opt for as many channels up that will cover the network capacity fee.

#### **36. Whether the price of bouquet will be made publically available by the Broadcasters/distributors for consumers?**

Broadcasters have to declare nature and MRP of their pay channels and bouquets of pay channels for subscribers (Clause 3). MRP of a-la-carte channels and bouquet of channels will be uniform for all the distribution platform (Clause 3). Similarly,

Distributors will have to declare DRP of their pay channels and bouquets of pay channels for subscribers (Clause 4).

**37. What amount we would pay if I take one more (second) connection for another TV in my house from the same distributor?**

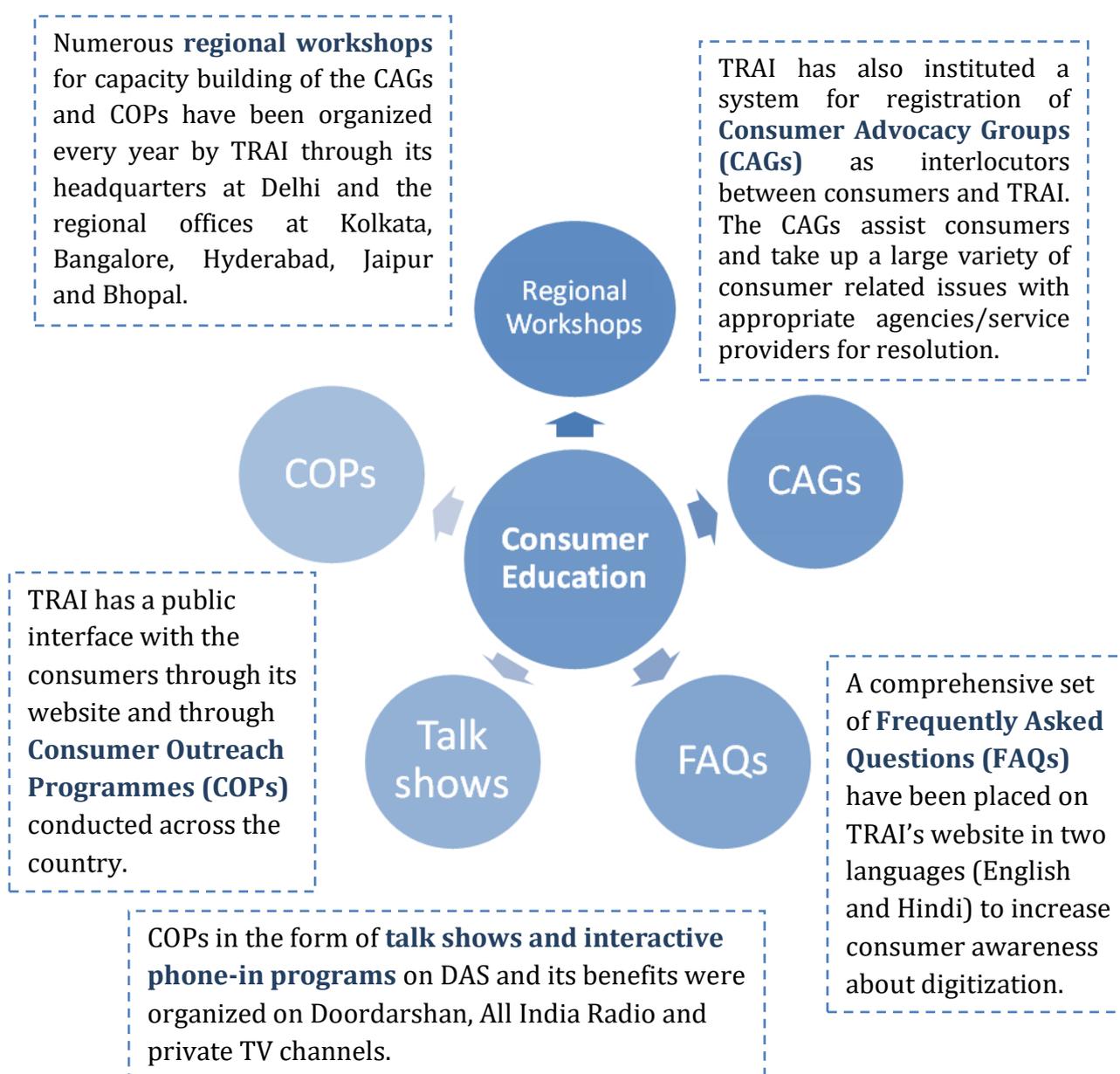
In addressable system, each set-top box becomes a unique identity of the subscriber. Therefore, each set-top box is counted as one subscriber for the purpose of calculation of subscription fee payable to the broadcasters.

In case of a household with multiple TV connection, usually there is a single connection between distributors premises to that household for carriage of channels. From single connection multiple connections are provided. Therefore, complete flexibility has been given to distributors to charge for multiple TV connections in a household.

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## E. Consumer Education Initiatives of TRAI

With the growth of TV and Radio broadcasting, the reach of TV and Radio signals can be seen in semi-urban and rural areas as well. The knowledge about various platforms and stakeholders in providing the services is limited. Hence, realizing the importance of reaching out to the consumers all over the country, TRAI has made several measures to educate the consumers and create awareness.



## List of Acronyms

<b>Abbreviation</b>	<b>Description</b>
CPE	Customer Premise Equipment
DRP	Distribution Retail Price
DTH	Direct to Home
EPG	Electronic Programme Guide
FAQ	Frequently Asked Question
FTA	Free to Air
HD	High Definition
HITS	Headend in the Sky
IPTV	Internet Protocol Television
LCO	Local Cable Operator
MOP	Manual of Practice
MRP	Maximum Retail Price
MSO	Multi System Operator
QoS	Quality of Service
RIO	Reference Interconnect Offer
SD	Standard Definition
SMS	Short Message Service
STB	Set Top Box
TRAI	Telecom Regulatory Authority of India
TTO	Telecommunication Tariff Order

## Contact Details of TV Service Providers

S.No.	Name of DTH Operator	Toll Free Number
 <b>DTH operators</b>		
1	Bharti Telemedia Ltd.	18001036065
2	Dish d2h Ltd.	18001803474
3	Reliance Big TV Pvt. Ltd.	18002009001
4	Sun Direct TV Pvt. Ltd.	18002007575
5	Tata Sky Ltd.	18002086633

### HITS Operators



S.No.	Name of HITS Operator	Toll Free Number
1	NXT Digital	18002100400

## Toll Free numbers of some Multi-System Operators



The contact details of the MSOs are available on their websites. The following are some of the MSOs that have a larger service area:

S.No.	Name of MSO	Toll Free Number
1	Ashiana Communication	1800114142
2	Bhawani Rajesh Cable And Digitech Services Pvt. Ltd	1800222298
3	Darsh Digital network Pvt. Ltd.	18002007500
4	Delhi Distribution Company Pvt. Ltd.	1800110800
5	Den Networks Ltd.	18004192020
6	Digicable Network India Pvt. Ltd.	18002121217
7	Fastway Transmission	18001062602
8	GTPL	18004190419
9	Hathway Cable & Datacom Ltd.	1800221119
10	Home Cable Network (P) Ltd.	1800221809
11	CCN DEN	18001021291
12	Indusind Media And Communication Limited	18002666456/18001034456
13	Novabase Digital Entertainment Pvt. Ltd.	1800113108
14	Satellite Channels Pvt. Ltd.	18002009001
15	Sea TV Network	18001027566
16	Siti Networks Ltd.	18001234001
17	UCN Cable Network Pvt. Ltd.	18003131099

## Important Websites

Category/Topic	Link to the webpage
Home Page TRAI	<a href="https://www.trai.gov.in/">https://www.trai.gov.in/</a>
Press Note on TRAI's Regulatory framework for Broadcasting and Cable TV sector.	<a href="https://traigov.in/sites/default/files/PRNo7103072018.pdf">https://traigov.in/sites/default/files/PRNo7103072018.pdf</a>
The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017	<a href="https://www.trai.gov.in/sites/default/files/Interconnection%20Regulation%2003%20mar%202017.pdf">https://www.trai.gov.in/sites/default/files/Interconnection Regulation 03 mar 2017.pdf</a>
Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 (1 of 2017)	<a href="https://www.trai.gov.in/sites/default/files/Tariff%20Order%20English%2003%20March%202017.pdf">https://www.trai.gov.in/sites/default/files/Tariff Order English 3%20March 2017.pdf</a>
The Telecommunication (Broadcasting and cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017	<a href="https://www.trai.gov.in/sites/default/files/QOS%20Regulation%2003%2003%202017.pdf">https://www.trai.gov.in/sites/default/files/QOS Regulation 03 03 2017.pdf</a>
Consumer Group	<a href="https://traigov.in/list-registered-consumer-groups">https://traigov.in/list-registered-consumer-groups</a>
Community Radio Station (CSR)	<a href="http://crfc.in/">http://crfc.in/</a>
AIR FM India	<a href="http://allindiaradio.gov.in/">http://allindiaradio.gov.in/</a>
Prasar Bharati	<a href="http://www.prasarbharati.gov.in">http://www.prasarbharati.gov.in</a>

## CONTENT DISCLAIMER

This handbook has been published for the assistance, education and information of the consumers and information contained therein is general in nature, condensed from the original broadcasting and cable services tariff orders, directions and regulations. Full text of these broadcasting and cable services tariff orders, directions and regulations are available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in). The users may refer to the TRAI Act, 1997 (24 of 1997), as amended from time to time and to the text of broadcasting and cable services tariff orders, directions and regulations and their amendments, as published in the Gazette of India/TRAI's website before taking any legal recourse. The list of service providers and links provided are only indicative to enable the consumers to study and compare the features and services provided. The list and the links provided therein are by no means exhaustive in nature. If a service provider's name does or does not figure in the list, TRAI does not in any way imply its suitability or unsuitability otherwise in any manner. Consumers are advised to look at all service providers in the market to arrive at a informed decision. Under no circumstances shall the Telecom Regulatory Authority of India be liable for any loss, damage, liability or expense incurred or suffered that is claimed to have resulted from the use of material contained in this handbook, including, without limitation, any error or omission, with respect thereto.