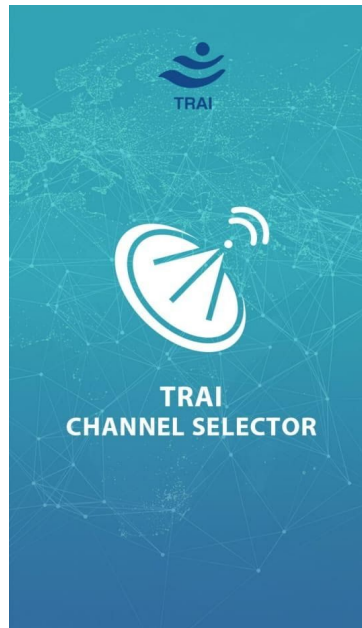




TRAI Channel Selector App User Guide



1. **Flash Screen:** When Channel Selector App in mobile is opened below flash screen appears.



2. **Login Screen:** Subscribers (you) need to enter their Registered Mobile Number OR Subscriber ID or Set Top Box Number.

A screenshot of the app's login screen. It has a white background with a blue header bar at the top. Below the header, there's a back arrow and the word "LOGIN". A message instructs the user to enter their Registered Mobile Number, Subscriber ID, or Set-Top Box Number. There are three input fields: "REGISTERED MOBILE NUMBER" with a hint "91 | Enter 10 digit mobile number", "SUBSCRIBER ID" with a hint "e.g: RHJK0233", and "SET-TOP BOX NUMBER" with a hint "e.g: Weu0908". Below these is a field for "DTH / CABLE OPERATOR" with the hint "HATHWAY". At the bottom right is an orange "Continue" button with a right arrow.



TRAI Channel Selector App User Guide



- 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.

OTP / Authentication Code

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

04:59 min left

← Change Details Verify →

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

4. View Subscription Summary:

- a.** 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.

Multiple Set-Top Boxes

Your Mobile Number has been associated with Multiple Set-Top Boxes. Please select any one to access.

Subscriber Id - 1182682319
000026724898

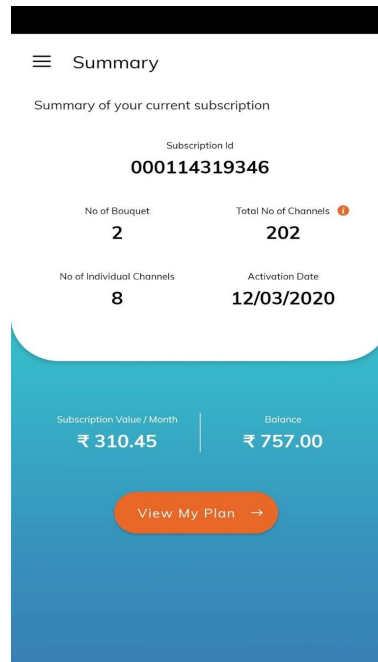
Subscriber Id - 1186136680
N72201104683

Price	Balance	
₹ 511.00	₹ 8.17	
Status	Type	Activation Date
Active	Monthly	05/03/2020

Continue

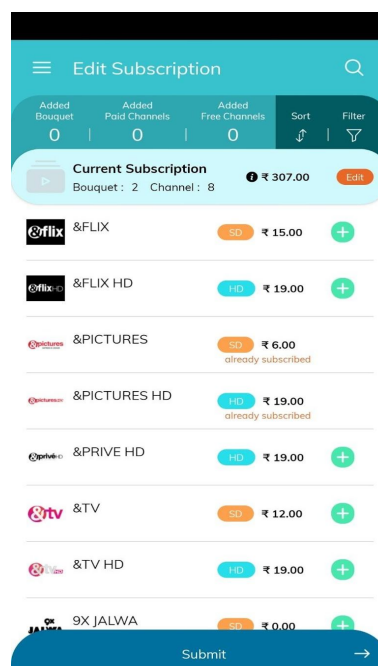


- b. Upon selecting Set Top Box in above screen (4.a) or if you have entered through subscriber ID OR Set Top Box Number then respective subscription will be shown.



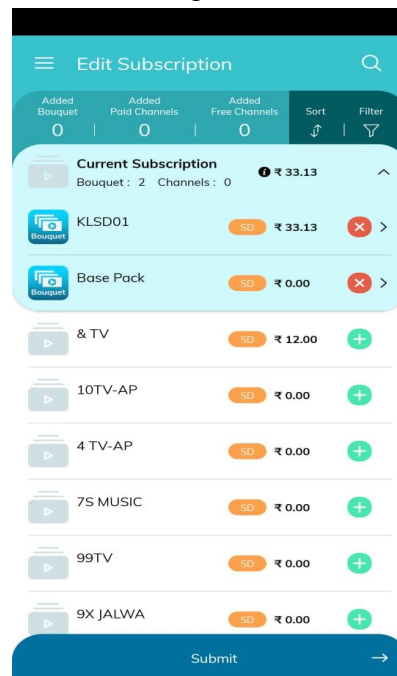
Check details of your existing subscription plan like Subscriber Id, No. of Bouquet, Total No. of Channels (includes total channels of bouquet and in alacarte-Paid/Free), No. of Individual Channels (includes only alacarte-Paid/Free channels), Subscription activation date, Subscription Value / Month & Balance amount in your account.

- c. Upon clicking on View My Plan on the above screen (4.b) , the details of your current subscription will be shown.



5. Edit Subscription:-

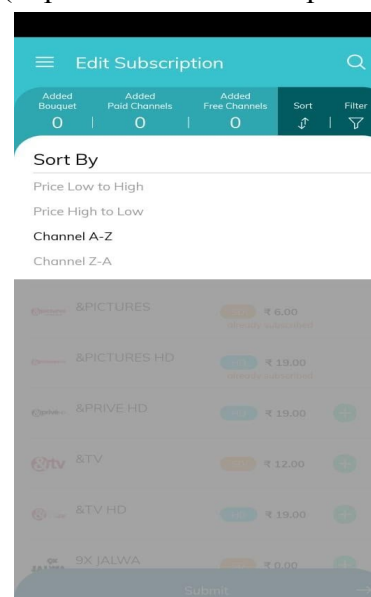
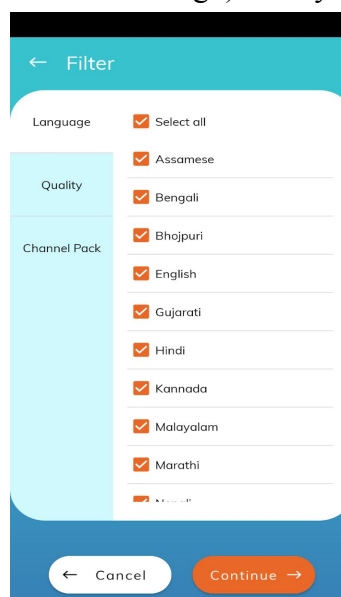
- Upon click of the red edit button, details of your existing subscription will be shown i.e. subscribed (Bouquets/Channels). The channels/bouquets can be removed by clicking on the red (X) button. BY clicking on (>) button details of channels present in the bouquet can be viewed.



- If you want to search any particular bouquet/channels, please enter bouquet/channels name in the search bar located at the top-right corner of the screen.
- Check the green (+) icon to add Bouquet/ Channels.
- Then click Submit button to proceed

6. Filter and Sorting:

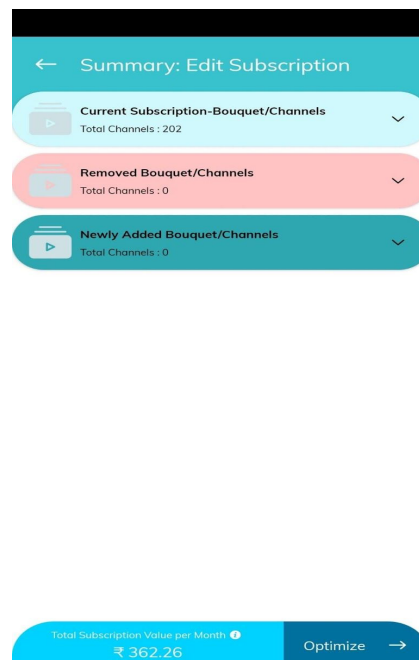
- Filter-** Click on Filter to view channels/bouquets by Language, Quality (HD- High Definition & SD-Standard Definition) and Channel Pack (Bouquet, Base pack, Free Channels and Paid Channels)
- Sort-** Click on Sort button to arrange channels/bouquets by Price (High to Low or Low to High) and by Name (Alphabet- A to Z or Alphabet- Z to A)





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

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

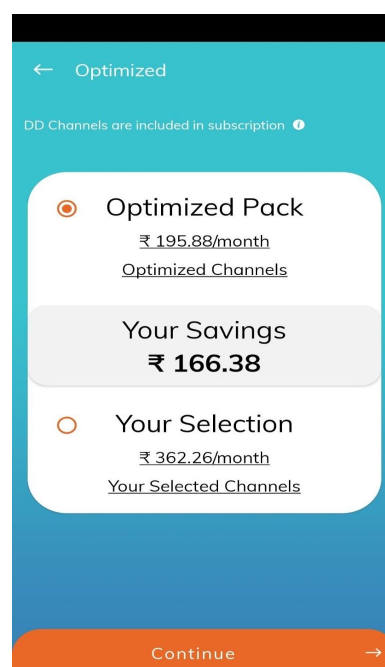
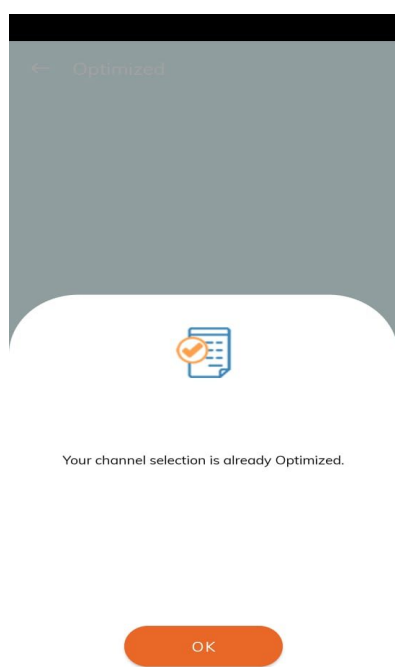


8. Optimization: The App will suggest an optimum configuration i.e. combination of Channels/Bouquet based on consumer's selection so as to reduce total monthly bill.

- If your selection is already optimized, which means the App can't suggest a better solution than your selection then you will get the message "Your channel selection is already Optimized".
- If Your selection is not optimized which means the App has a better solution than your selection then you will land up on the summary page.
- 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.
- Your savings: " How much amount you are saving if you are opting for an optimized solution".

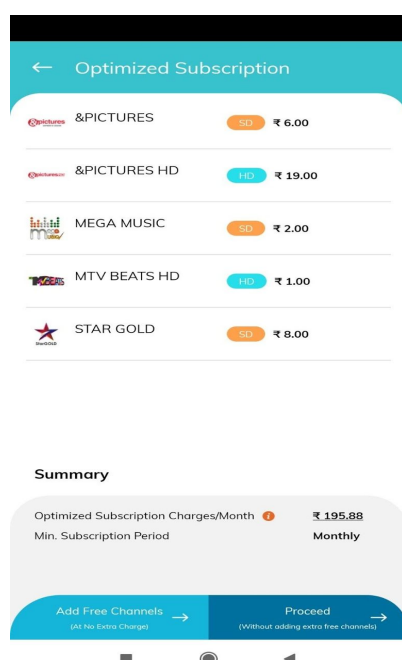


- e. Select any one radio button (Optimized Pack or Your Selection) through which you want to proceed and want to set your new subscription and click on Continue.



9. Set Subscription:

- a. 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.



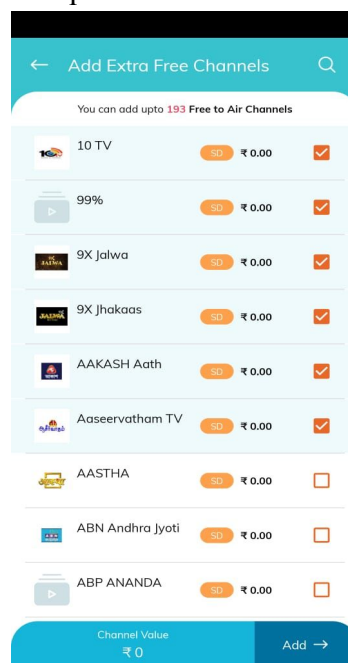
Optimized Price	
Total Paid Channels	5
Total Free Channels	0
Total Channels	5
Total Price	₹ 36.00
Total NCF	₹ 130.00
GST(18.00%)	₹ 29.88
Entertainment Tax(0.00%)	₹ 0.00
Net Payable Amount	₹ 195.88



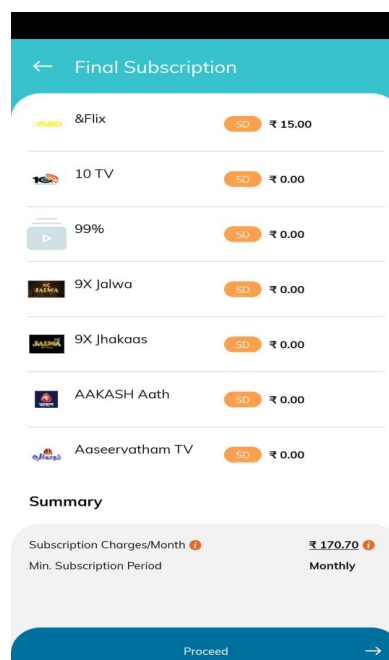
TRAI Channel Selector App User Guide



- b. View Subscription Charge/Month, upon clicking (i) icon details of total channels breakup and price breakup of your final selection will be listed.
- c. Click on Add Free Channels (Left most bottom) to add more Free to Air channels in the same range of NCF (Network Capacity Fee) without paying any extra charges:
 - i. App will allow you to select a number of Free to Air Channels within the same range of NCF.
 - ii. Click on the checkbox in respect to Channel Name to select those channels.
 - iii. Then click on the Add button to add these channels in your new subscription request.

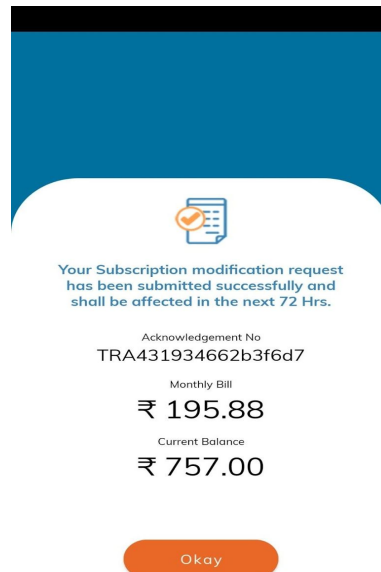


- d. View Final Subscription list of Bouquet / Channels



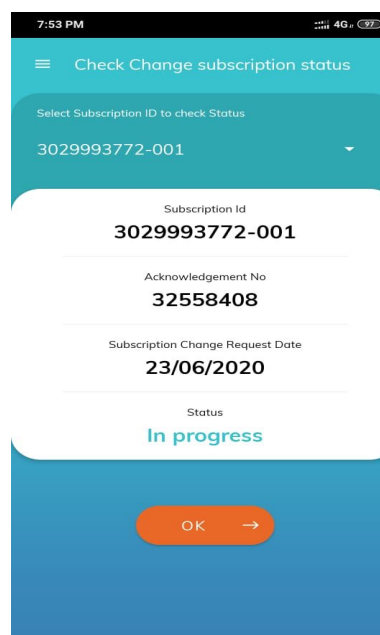
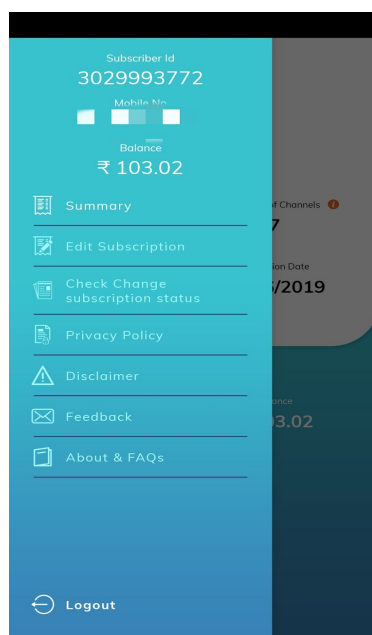


- e. Click on the Proceed button to submit the final change subscription request with your DTH/Cable operator. Upon successful submission of request your DTH/Cable operator shall respond acknowledgement no and will show it to you in the App.



10. Check Change Subscription Status:

- a. To view Change Subscription Status, Click on burger menu (sidebar menu) 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.
- b. Status the last submitted request can be-
 - i. Active- Your request has been activated by DTH / Cable Operator
 - ii. In Progress- Your request is in progress with DTH / Cable Operator
 - iii. 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.
- c. 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 App User Guide



11. Burger menu (sidebar menu):

a. You will be able to view other options:

- **Privacy Policy**
- **Disclaimer**
- **Feedback:** This option will open the default email App on your mobile phone for you to share the feedback.
- **FAQs**
- **About & User Guide**
