

CUSTOMER APPLICATION FORM (CAF)	
(For One Set Top Box Only)	

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*subject to realisation

•	1 27	
	Registration No. : CAF NO.:	

(Write System Generated No. after Activation)

	Customer ID	Date (D	D/MM/YY) :	
		USE CAPI		
1. CUSTOMER INFORMATIO)N (First Name /	/ Middle Name / Surname)		
2. INSTALLATION ADDRESS				25mm x 30mm
Flat / Plot No.:	Building /	Society Name:		
Area / Location:		Street Name:_		
	City:		Pin Code:	
Tel.No.: M	obile No.:	Email ID:		
3. BILLING ADDRES S (If oth	er than installat	ion address)		
Flat / Plot No.:	Building /	Society Name:		
Area / Location:		City	Pin (Code
4. HARD WARE PACKAGE	(Detailed STB S	chemes, as per www.ucnindia.com)	(1	Please tick selected option)
	A	O		

SN	Hardware Scheme	Amount (Inclusive of Taxes)	Security Deposit	Rental Per Month	Onetime Activation + Taxes	Onetime Installation + Taxes
1.	Outright Purchase SD	₹ 1200/-	-	-	₹ 100/-	₹ 350/-
2.	Outright Purchase HD	₹ 1500/-	-	-	₹ 100/-	₹ 350/-
3.	Rental SD	-	₹ 1000/-	₹ 75/-	₹ 100/-	₹ 350/-
4.	Rental HD	-	₹ 1200/-	₹ 100/-	₹ 100/-	₹ 350/-

5. Bouquet Opted: To be retrieved from Website A-la-Carte Opted : To be retrieved from Website

6. PAYMENT DETAILS

Cash	Cheque*/DD No.	Bank & Branch	Amount (Rs.)
7. Channels &	package selection as pe	er annexure	
SUBSCRIBER	DECLARATION		
		led herewith and acknowledge that the tariff plan selected by me and the appliin re and confirm that I have received the above hardware and the information cor	
Date		Signature of Subscriber	
LCO ID		LCO Name	
FOR OFFICE	USE ONLY		
Verification deta	ils provided: Ration Card	Voter ID Card Passport LCO ID	Date of Receipt
Driving Licence	Telephone Bill Elect	tricity Bill 🗌 Aadhar Card 🛛 🗌 CSR ID	CSR Name
Type of Subscrib	er : Residential 🗌 Comm	ercial 🗌 Hotel/Public Viewing 🗌	
51		ercial 🗌 Hotel/Public Viewing 🗌	CSR Signature
51		Ũ	CSR Signature
51		Ũ	CSR Signature
51		Ũ	CSR Signature
51		Ũ	CSR Signature
51	ns	Ũ	CSR Signature
51	ns	Ũ	CSR Signature

Date :

Signature of Receiver

UCN Cable Network Pvt. Ltd. (MSO)

AN ISO 9001: 2015 CERTIFIED COMPANY 502, Milestone, 12, Ramdaspeth, Nagpur - 440 010.

UCN Care Services : Email : care@ucnindia.com web : www.ucnindia.com Helpline : 08069033999 Tollfree No. : 1800 3131 099

Terms & Conditions of Service

SUBSCRIBER'S AGREEMENT The Subscriber/Customer agrees that by signing this CAF with LCO, he/she agrees with all the conditions mentioned hereinafter-

1.SUBSCRIBER AGREEMENT

I-OUDSURDER AVAREEMENT: The terms & conditions herein contained shall constitute a legally valid and subsisting agreement between UCN Cable Networks PvL limited (herein after referred to as "the Company") through Local Cable Operator (LCO) and the Subscriber (named in the application form) and his/her respective assignees/heirs/executors/administrators, as the case may be, for availing cable IV Services through its linked cable operators. The conditions mentioned are understor and accepted by the Subscribers and shall be applicable for the Subscriber on signing of the CAF Form / availing of the Service.

All definition/interpretation are to be construed and understood as per the provisions of Cable Television Network Regulations 1995 as amended, and Telecommunication (Broadcasting & Cable) Services Interconnection (Addressable Systems) Regulations, 2017 & Rules 1994, TRAI Act and Regulations issued by TRAI as amended from time to time.

3.TERMS

STERMS:
 I.Agreement commences upon activating and installing of STB (Set Top Box)/SPE (Subscriber Premises Equipment) and shall remain in force subject to applicable terms based on the Subscription Request by the Subscriber.
 II. The Local Cable Operator (LCO)/Company reserves the right to reject Subscriber applications, in case the same is not complying with the basic regulatory terms and/or the policy of the Company.
 III. The maximum overall liability of the LCO in contract or otherwise, shall be to return the payment amount received, after adjusting the Charge out from the Subscriber. In one vent shall the Company, its Officers, Employees, Directors Representatives and assigns be liable for any dired, indirect or consequential damages, costs, expenses or losses of whatsoever nature.
 IV. The Company/LCO also reserves the right to discontinue the Service, in accordance with the provisions of the Regulations, rental, Outright Purchase value as the case may be.
 V. The Subscription/activation, rental, Outright Purchase value as the case may be.
 V. The Subscription represents that the sich has been fully informed about the Cable Television Services provided by the Company, its specifications, requirements, limitations, etc. and has only thereupon opted for such services, filled up and submitted the CAF and sign the Argement. Base hear examined, inspecificativation the main the inspecification of the Subscriber. No caim or objection shall hereafter be admissible gagainst the CAG as to the quality & functioning of STB.
 Yill. case of any change, revision in the terms by TRAI (Telecom Regulatory Authority of India), the same shall become applicable to this agreement from the date of notification by TRAI.
 XHE SERVICE A EFEE:

...TE OERVICE 6 TEE: I.The Service shall be provided to the Subscriber by LCO based on the Subscription Request and subject to any regulatory/governmental control and intervention in respect of the Service. The Subscriber agrees and acknowle that it has subscribed the channels/bouquet after understanding the tariff of the channels/bouquet of channels ar rates of SPE.

that it has subscribed one chamers/outque are understanding the laim of the chamers/outque of chamers and rates of SPE. II. The Subscriber shall be provided STB to enable the Subscriber to access the Service, on the Terms & Conditions of this Agreement, including any modifications, alterations, additions and substitution therein, from time to time. The STB shall always remain the property of the Company (other than in case of an outright sale as per applicable scheme) and Subscriber shall return the same on the expiryltermination of this Agreement or on cessation of the provision of the Services. The Subscriber further agrees to comply with the instruction related to STB and pay all the charges to LCO for using the same on or before the due date. III.For change, addition, deletion, substitution, modification of the Subscribed Service, the Subscriber shall submit the requisite form together with the applicable processing fee/charges at least 3 days in advance to enable processing Service shall not entitle the Subscriber to any refunds or adjustments of the monies already paid, billed or to be billed under the additional terms.

III.For change, addition, "deletion, substitution," modification of the Subscribed Service, the Subscribed Subscribed services shall be additional terms as may be applicable. Any change or withdrawal from the subscribed services with or without modification as stipulated above and herit shall not be entitled for any refund/adjustments of the monies already paid, billed or to be billed under the additional terms.
 IV(a) The Subscriber is bound to pay at least one-month charges/bill to LCO for the Subscribed Services (b) by way other detection: maximit Subscription Request for the Services and/or update the Subscribed Services (b) by way other detection: may be applicable. The subscribe services (b) by the subscribe services (b) by way other detection: mayses, read-traditation fee ad charges presumant to provision of Service(b) by the LCO to the Subscriber shall be responsible for the payment of subscription request along with all the applicable taxes and dules from time to time.
 (c) The Subscriber shall be responsible for the applicable taxes and dules from time to time.
 (c) The Subscriber shall be responsible to paying the due fee & Achrages as pert the policy of the Company.
 V. The Subscriber shall be responsible to paying the due fee & Achrages as a trib policy of the Company.
 V. The Subscriber shall be responsible to paying the due fee & Achrages as a trib control time to time.
 V. The Subscriber shall be responsible to visiting and/or reliability thereof may be affected for reasons beyond the control of the LCO is nettile to visiting and/or reliability freues.
 V. The Subscriber shall be responsible to any pay that and agreed to by the Subscriber shall be indived to a stapper shall be responsible to a stapper shall be responsible to any pay the addition and the second to a stapper shall be responsible to sta

5.0BLIGATIONS OF SUBSCRIBER

BOBLEATIONS OF SUBSCRIBER:
 The Subscriber agrees and undertakes:
 I.To pay the subscription fee on Pre-paid basis for the channels/bouquet (subscribed/to be subscribed by the Subscriber)
 on or before expiry of billing cycle. The subscription fee shall be paid directly to the LCO.
 II.To keep STBSPE in good working condition and take proper care of STB SPE of the Company.
 III.To intimate immediately in writing to the Company, in case of loss / misplacement of SPE. The Company/LCO, shall
 thereafter, within reasonable time, deactivate the same. Subscriber shall continue to be liable for paying the full amount
 of STB/SPE for loss occurred to STB SPE.
 IVLCO and the subscription fail not use, either before or after the STB (except TV/PVD), any decoding, receiving,
 recording equipment(s) other than the equipment authorized and specified by the Company.
 IVLCO and the subscriber shall not trees, either StB (except TV/PVD), any decoding, receiving,
 recording equipment(s) other than the equipment authorized and specified by the Company.
 IVLCO and the subscriber shall not trees, ease (see to prevent opening of STB) and SPE.
 Any such act by the
 LCO/Subscriber shall be construed as willful and criminal omission and /or commission on the part of the Subscriber in
 addition to breach of its obligation in this agreement.
 VI.LCO and buschriber shall stictly not to indulge in prizery or activities, which has the effect of, or which shall result into,
 infingement and violation of Intellectual property rights of the Company, broadcaster, transmitter or any other presson
 associated with the Company, such amount as per the rential schemel outright purchase Scheme opted by Subscriber's
 interest free security deposit and pay all the charges related to STB/SPE on or before the due dates.
 XLCO/Subscriber shall be and to make good for any damage, loss, thet of STB/SPE by paying the price of such
 STB/SPE to the Company.

XI.The agreement is personal to the Subscriber and right of the Subscriber shall not be assignable or transferable by him in favour of a third party. XII.The Subscriber shall, in advance, notify change of address/ contact number to the LCO/Company. XIII.For reconnection activation of the service earlier disconnected for any reason, the Subscriber shall be liable to pay reconnection charges as prescribed from time to time as per regulations.

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before the due date.¹ III.Shall abide by the provisions of - The Cable Television Networks Regulations 1995, and Telexcommunication (Broadcasting & Cable) Services Interconnection (Addressable Systems) Regulations, 2017 as amended, and the rules made there under and TRAI Act and Regulations issued by TRAI from time to time as they relate to the Services. IV.Shall unconditionally comply with all the schemes and amendment thereof issued by the Company related to subscription fee and SPE, V.Has declared the information which are totally correct and true in every respect. VI.Shall comply with Manual of Practice and Charter of Services issued by the Company from time to time. VI.Herse by dives unconditional consent to use the Subscriber data by the Company or its associates for any marketing, promotional, commercial and/or any other purposes

(a)any defect other than warranty in SPE (including STB) (b)any action or failure to act or default on the part of any supplier(s) of Company and/or its agent(s) or nominee(s), etc. (c)any delay or failure in performance of this Agreement. (d)any indirect or consequential loss sevel if resulting from or caused due to any default on the part of any of its officers, employees, suppliers, distributors/franchisee agents or nominees. (e)Deactivation of Services in terms of the agreement. (f)It is expressed agent of the more caused due to any default on the part of any of its officers, employees, suppliers, distributors/franchisee agents or nominees. (e)Deactivation of Services in terms of the agreement. If)It is expressed as set out in terms of this agreement. It is agreesed as set out in terms of this agreement. It. The Subscriber agrees that the Company has been advised of the possibility of such dranages. It. The maximum overall liability of the LCO in contract, tort or otherwise, shall be to return the payment amount received, after adjusting the charges due from the Subscriber. In no even shall the Company, its Officers, Employees, Directors, Representatives and assignees be liable for any direct, indirect or consequential dranages, loss, costs, and expenses of whatsoever nature.

8.BREACH OF THE TERMS OF THIS AGREEMENT: Without prejudice to such rights and remedies that the LCO/Company may have in law or under the provisions of this agreement which inter alia include rights to adjust the amount of security deposit against the arrears charges including subscription charges, rental for STBs, interest dues, if any etc., in the event of any delay or failure by the Subscription to pay the charges including subscription charges, rental, interest, etc. in accordance with the provisions of this agreement, the charges including subscription charges, rental, interest, etc. in accordance with the provisions of this agreement, or any defaults/breach of the terms of this Agreement, the Company shall be entitled to deactivate the service in accordance with TRAI Regulations and retake physical possession of the STB/SPE without prejudice to any other rights available to the Company. In case the contravention or violation of any of the covenants or Term and Conditions of this Agreement, the Company/LCO shall have the right to initiate appropriate legal proceedings civil and/or criminal charges against the Subscriber and claim damages.

9.TERMINATION OF THE AGREEMENT: I.Subject to the applicable laws/rules/Regulations of TRAI, this Agreement shall automatically stand terminated on the occurrence of any of the following event or circumstances:-a.if the Subscriber breaches any obligation or covenant under this Agreement or of any conditions under which the SPE

a if the Subscriber preaches any obligation of covenant under this Agreement of or any contaitions under which was provided to the customer bit the Subscriber commits an act of bankruptcy or becomes insolvent or bankrupt or makes an assignment for the benefit of creditors, cby sending a written notice to the Subscriber by the LCO/Company II.Where the Subscriber signifies his/her/1 is intention to discontinue the Service, the following shall have been II.Where the Subscriber signifies his/her/1 is intention to discontinue the Service.

complied with:

complied with:-(a) intention of the Subscriber shall be in writing and accompanied with the SPE; (b) the Subscriber shall have duly complied with all the Terms & Conditions of this Agreement and (c) all the bills, damages, interest etc. shall have been paid in full by the Subscriber.

10.EFFECT OF TERMINATION/ EXPIRATION:

TULEFFECT OF TERMINATION/ EXPIRATION: (I)Upon expiryl termination of this Agreement save as provided in this Agreement or by the operation of law, all rights granted to and obligations undertaken by the parties hereunder shall terminate immediately except a the Subscriber's obligation to pay all amounts accrued hereunder upon or prior to the expiration or termination of this Agreement and such additional amounts as specified in this Agreement and for under the laws of India. (ii)The Subscriber shall forthwith surrender the SPE in a functional condition to the Company. (iii) The expiration or termination of this Agreement shall be without prejudice to the rights which have already accrued to the either parties under this Agreement.

11.INDEMNIFICATION:

11.INDEMNIFICATION: The subscriber will indemnify and keep the LCO/Company indemnified against all claims, demands, actions, proceedings, losses, damages, recoveries, judgments, costs, charges and expenses which may be made, or brought or commenced against the Company or which the Company may or may have to bear, pay or suffer, directly or indirectly due to any act, default or omission by the Subscriber.

12.MISCELLANEOUS:

12.MISCELLANEOUS: This Agreement constitutes the entire arrangement/understanding between the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements, understanding, arrangement or communications. No waiver of any breach of any provision of this Agreement hall constitute a waiver of any prior, concurrent or subseque breach of the same or any other provisions hereof, and no waiver shall be effective unless made in writing and signed by the waiving party. In case any provision of this Agreement becomes invalid or unenforceability legality and ineffective to the extent of such invalidity or unenforceability, without affecting in any way the validity, legality and enforceability of the remaining provisions hereof. Either party shall not assign this Agreement to any party without the prior written consent of Company.

13.DISPUTE RESOLUTION & JURISDICTION I.Every dispute difference or question arising in respect of this Agreement shall be referred to arbitrator appointed by the Company in its exclusive discretion. II.This Agreement shall be governed and construed in accordance with the laws of India and the parties agree to submit to the exclusive jurisdiction of the TDSAT, New Delhi.

THE SUBSCRIBER HAS READ AND UNDERSTOOD ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT ANO THE SAME IS ACCEPTABLE TO HIM COMPLETELY WITHOUT ANY LIMITATION.

Seal & Signature of LCO

Subscriber's Signature :_____ With date Name of Subscriber :_____