



CAF No.

ZIGGTV PRIVATE LIMITED

Address: Office No. 5, 1st Floor, Jai Plaza, Sector -1, Bisrakh,

Greater Noida West - 201306, Uttar Pradesh, INDIA

Website: www.ziggtv.com

Registration No.:

GSTIN:

Contact No.: 9990503332

1. Subscriber Information

[Please fill in Capital Letters]

Applicant's Name Mr. /Ms. /M/s _____ Age: _____

Contact Person's Name (for Company only): _____

Installation Address: Flat No. /Building No. _____

Building/Society Name: _____

Street Name & Locality: _____

City: _____ Pin Code: _____

Contact Detail : _____

Aadhar Number : _____

Email ID: _____

2. CPE/Activation Related Information

Set Top Box No: _____

Mobile No: _____

3. Subscriber Declaration

I have read and understood the terms and conditions provided herewith and acknowledge that the tariff plan selected by me and the applicable rates together constitute the entire terms and conditions and I shall be bound by the same. I hereby declare and confirm that I have received the above hardware and the information contained herein is true and accurate in every respect. I also acknowledge the channel package subscription plan selected by me and rates applicable for the same.

Date: _____

Signature of Subscriber: _____

Signature of Local Cable Operator (LCO): _____

Acknowledgement

Received with thanks from Mr./Ms./M/s. _____ Cash Rs. _____/Online Payment Reference Number / Demand Draft Details

Towards Hardware/Activation and Channel Package charges as per scheme.

Date: _____

LCO Email ID: _____

LCO Mobile No: _____

LCO Stamp & Signature: _____

Payment Details

Mode of Payment (DD/Cash/ Online): _____

Bank & Branch: _____

Amount (Rs.): _____

Notes:

1. The applicant's name & address must be given in full.
2. In case of non-individual applicants (Companies, Firms, Institutes etc.), please also provide the name of the contact person.
3. Submission of this form indicates that this choice selection supersedes all previous choices made. Incomplete forms will be returned without any action.
4. The CAF Number will be a system-generated number.
5. This is not an invoice. The invoice will be provided to the subscriber later after the bill cycle completion.
6. Subscription will start from the date of activation of STB.

TERMS & CONDITIONS OF SERVICE

These Terms & Conditions govern the provision of cable television and related broadcasting services by ZiggTV (MSO) to the subscriber and shall be binding upon acceptance of the Customer Application Form (CAF).

1. Definitions

Unless the context otherwise requires, terms such as *addressable system, Authority (TRAI), a-la-carte channel, active subscriber, broadcaster, bouquet, basic service tier, cable service, cable television network, compliance officer, distributor retail price (DRP), lock-in period, Local Cable Operator (LCO), Maximum Retail Price (MRP), Multi System Operator (MSO), Network Capacity Fee (NCF), nodal officer, pay channel, programme, service provider, set-top box (STB), subscriber* shall have the meanings assigned to them under the applicable TRAI Regulations and the Cable Television Networks (Regulation) Act, 1995.

2. Provision of Service

IPTV service shall be made available to the subscriber from the date of activation of the STB, subject to these Terms & Conditions and the Manual of Practice (MOP) available on the official website of ZiggTV. The subscriber must submit a duly completed CAF along with valid photo identification and address proof. Incomplete or inaccurate CAFs may be rejected, and deficiencies will be communicated within two working days of receipt.

Activation of selected channels or packages shall be completed within 72 hours of receipt of a complete and valid CAF, subject to technical and operational feasibility. ZiggTV reserves the right to deny service where such feasibility does not exist.

3. Installation, Charges, and Equipment

The subscriber shall pay applicable one-time installation and activation charges as notified from time to time, in addition to the cost or rental of the STB. Under rental schemes, ownership of the STB shall remain with ZiggTV until all dues are fully paid. Refund of security deposits, where applicable, shall be processed after receipt of the STB in satisfactory condition.

Under outright purchase schemes, ownership of the STB shall transfer to the subscriber, subject to warranty terms. Remote controls and accessories may not be covered under warranty. ZiggTV reserves the right to revise prices and schemes in accordance with applicable regulations.

4. Use of Service and Equipment

The cable service and VC are provided strictly for personal, non-commercial use by the subscriber and their immediate family members. Public viewing, commercial exploitation, unauthorized relay, retransmission, modification, or tampering with the STB, VC, or related

hardware is strictly prohibited and may result in termination of service and legal action.

The subscriber shall ensure the safety and security of the hardware and shall not use the VC with any other device. Any loss, theft, damage, or defect must be reported immediately to the LCO/MSO.

5. Channel Packages and Lock-In

The composition of channels in any subscribed package shall not be altered during the applicable lock-in period. If any channel becomes unavailable, ZiggTV may provide a suitable alternative channel of the same genre and language or offer a proportionate price reduction equivalent to the a-la-carte rate of the discontinued channel.

6. Payment Obligations

ZiggTV operates on a prepaid billing model. Subscription fees, rentals, and applicable charges must be paid in advance and renewed on or before the expiry date. Non-payment may result in suspension or deactivation of services. Reactivation fees may apply as per prevailing policies and regulations.

7. Suspension and Termination

Services may be suspended or terminated due to non-payment, breach of these Terms, regulatory requirements, or discontinuation of channels by broadcasters. Upon termination, the subscriber must return the STB and VC in working condition and clear all outstanding dues. Suspension requests by the subscriber shall be governed by applicable TRAI regulations.

8. Inspection and Access

The subscriber agrees to permit authorized representatives of the LCO/MSO to access the installation premises for installation, inspection, maintenance, replacement, or repossession of equipment. This right shall survive termination until all dues are cleared and equipment is returned.

9. Redressal of Complaints

Subscribers may lodge complaints with the LCO/MSO or through the official website of ZiggTV. Details of the grievance redressal mechanism, nodal officers, and timelines are available in the Manual of Practice.

10. Force Majeure

ZiggTV and/or the LCO shall not be liable for service interruption or discontinuation caused by events beyond reasonable control, including but not limited to natural disasters, war, riots, strikes, government actions, technical failures, or acts of God.

11. Disclaimer and Limitation of Liability

ZiggTV shall make reasonable efforts to provide uninterrupted service but does not guarantee continuous availability. Liability, if any, shall be limited to the subscription amount paid in advance for the affected period. ZiggTV shall not be liable for indirect, incidental, or consequential damages.

12. Indemnity

The subscriber agrees to indemnify and hold harmless ZiggTV and the LCO against any loss, claim, damage, or expense arising from misuse of services, violation of these Terms, or non-compliance with applicable laws.

13. Notices and Jurisdiction

Notices sent to the installation address shall be deemed valid. All disputes shall be subject to the exclusive jurisdiction of the courts at Gautam Budh Nagar.

14. Regulatory Compliance

These Terms are subject to amendments issued by the Telecom Regulatory Authority of India (TRAI) from time to time, including regulations dated 03.03.2017. Detailed information is available at www.trai.gov.in