

Subscription Process for subscribing channels on A-la-Carte basis

The subscriber can make choice of his channels on a-la-carte basis by using any of the below option;

- 1 Mobile Application available on android play store **My Siti** which has option of submitting the choice for both free to air and pay channels on a-la-carte basis.
- 2 Submit channel choice on website for both free to air and pay channels on a-la-carte basis using the option **“Enter your channel choice here”**
- 3 Submit the channel choice on a-la-carte basis to the respective LCOs.
- 4 calling at the call centre

Procedure for obtaining a new service connection and timelines

Contact your nearest Siti Network local cable operator and depending upon the feasibility the local cable operator will provide the connectivity within maximum 7 days time. The effort will be made to provide the connection within 48 hours of the request. Subscriber application form is available on the website.

Provision temporary suspension and restoration of service

The subscriber should give 15 days prior intimation to Siti Network for suspension of services and Siti on receipt of such request will discontinue the services after 15 days from the date of receipt of such intimation. Such suspension request should be for a period of one month.

The services can be restored on request by a subscriber within 72 hours from the time of such request and following charges would be applicable for restoration of services;

- (i) Rs. 25 if the period is less than three months
- (ii) Rs. 100 if the period is more than three months

Provision for relocation of service

Subject to feasibility, the services can be relocated between the same area of local cable operator or any other local cable operator. The subscriber has to obtain “No Dues Certificate” from the previous cable operator and submit to the new cable operator. Upon receipt of such request, the local cable operator shall re-activate the services at the new place with in 72 hours from receipt of such request, subject to feasibility of the services and availability of the resources.

The LCO may charge upto Rs.350 towards relocation of services at the new premises.