



SET TOP BOXES [CPE] DETAILS

TERMS AND CONDITIONS FOR OBTAINING SET TOP BOXES ("STB").

STBs are available under the following schemes:

SD Set Top Box Hardware Rental Schemes – 36 PDC of STB Rent to be given in advance

Sr. No.	Particulars	Amount in INR (GST Extra)
1	Rent per month per Set Top Box for first 3 years	Rs. 50.00
2	Security Deposit (Refundable after 3 years)	Rs. 400.00
3	Installation Charges	NIL
4	Activation Charges	Nil

SD & HD Set Top Box Hardware Special Schemes- (Amount in INR. Taxes extra as applicable

Sr. No.	Particulars	SD STB	HD STB
1	Outright Sale for STB	Rs. 1,200.00	Rs. 1,300.00
2	One Time Connection & Digital Usage		
3	Installation Charges (One time)	NIL	NIL
4	Activation Charges (One time)	NIL	NIL
5	Repair & Maintenance Cost	Rs. 230.00	Rs. 500.00

We recommend that you read the STB manual which is inside the STB carton to familiarize yourself with its functions. Call the Toll Free Helpline if you face any difficulties.

Happy Digital viewing!

WARRANTY

All new STBs come with a (12) twelve month warranty. No repair and maintenance charges shall be payable by you during the warranty period, provided STB has been used in normal working conditions and is not tampered with. During the warranty period the STB will be repaired or replaced within 24 to 96 hours of receipt of your complaint. The warranty does not cover remote control unit, power supply, batteries or the audio/visual cable provided with the STB.

After the warranty period expires, we shall charge you towards repair charges for any fault found with the STB.



Repair Charges for faulty Set Top Box beyond warranty

Standard Definition STB	High Definition STB
Rs. 230.00	Rs.500.00

After the expiry of the warranty period, the Subscriber may also opt to purchase an Annual Maintenance Contract (“AMC”), if offered by SJCN in relation to the STB. The terms and charges of the AMC shall be intimated to the Subscriber upon request. Under the AMC, in case of any problem in the STB, the Subscriber will be provided a standby STB and no repair charges will be chargeable for any repairs to the STB (extended AMC does not cover remote control unit, audio/video cables, batteries or power supply unit) provided proper care has been taken of the STB and that the STB has been used under normal working conditions and is not tampered with.

In case of STB malfunction or failure, SJCN will replace or repair the STB within 24 to 96 hours of receipt of complaint. The repair/replacement charges will be payable by the Subscriber if the STB is out of warranty period or if the Subscriber has not opted for the AMC.

All STBs are fully compliant with the standards set by the Bureau of Indian Standards (BIS).