

# MANUAL OF PRACTICE

1.

The terms of this Manual of Practice (MoP) shall be binding upon the Service Providers (both MSO and its linked LCO) and the Service Recipient (the end subscribers)

Address of the MSO:

Registered Office : Sachin Sourav Apartment,  
Ashutosh Mukherjee Road,  
Collegepara, Siliguri – 734001,  
W.B.

Address for : Cable Combine Communication Pvt. Ltd.  
Correspondences 51, Haren Mukherjee Road,  
Hakimpara, Siliguri – 734001  
W.B.

2.

Terms & Conditions-

For new Digital Cable TV connection subscribers may approach their Local Cable Operators or may submit their application in prescribed Customer Application Form (CAF) available in our website ccom.in. Printed CAF form may also be obtained from our offices.

Customer applying for new connection will have to provide the following alongwith duly filled and signed CAF.

- i. Passport size photograph of the applicant pasted in the space provided in CAF.
- ii. Copy of one photo identity proof (Voter card/Aadhar card/Driving License/Any other identity proof issued by the State Government or Central Government excluding PAN)
- iii. Copy of address proof (Electricity bill/Telephone bill/Aadhar/Any other valid address proof)

Note: Delivery of Services is subject to feasibility and strictly within the coverage area of CCN.

All equipments installed at customer premises by CCN or its linked operator for providing CCN services will remain the sole property of CCN. STB obtained under outright purchase shall be property of the customer and Viewing CARD (VC) will be provided by CCN which shall remain sole property of CCN. Unhindered access has to be provided by customer to CCN for online and offline upgradation of equipment installed at the premises of the customer including STB, as required from time to time. Customers shall be entitle for all types of guarantees or warrantees available from the manufacturer on the STB availed by the customers. Responsibility shall lie upon CCN to make benefit of all such guarantees and warrantees to the customers from the manufacturer.

For service request or complaints customer need to contact their Local Cable Operators carrying CCN services. For contact details of Local Cable Operator customer may refer the bills/receipts printed with address and phone number of the operator or may also call our helpline no. 9609701001 and or toll free no. 1800 1232 356. Customers may also call at above numbers to communicate their complaints or grievances or may write to us at [cccom.slgcare@gmail.com](mailto:cccom.slgcare@gmail.com), or may submit through web-based complain system available at our website.

Customer shall not tamper/alter the Viewing Card (VC), STBs or any other equipment installed at customers' premises for any reason whatsoever, failing which customer shall be liable to make good the losses and/or damages caused to CCN.

The equipments and STBs installed at customers' premises are strictly meant for delivering services at the addresses where it has been installed and only to the customer to whom allotted by CCN or its authorized operator. Customer shall not shift, relocate the equipments of CCN and the STB as well, without the concern of CCN and shall not transfer his/her rights to any other person. Any shifting of STB or linked services and its rights should only be done through CCN or its authorized operator, by giving written request to do so.

Customers have to pay their subscription and the applicable taxes thereon to the Local Cable Operator of CCN from time to time and clear all the dues. Disconnection of services may cause to customer following non-payment of bills or dues, with proper notices wherever applicable in line to the rules & regulations of the concern Authority.

3.

**Nodal Officer(s)**

Nodal Officer	:	Biswajit Paul
Contact Number	:	+91 960901001
Email Id	:	<a href="mailto:ccn.nodal@gmail.com">ccn.nodal@gmail.com</a>
Address	:	2 <sup>nd</sup> floor, Sachin Sourav Apartment, Ashutosh Mukherjee Road, Collegepara, Siliguri – 734001, W.B.

4.

(a) Disruption of Service: CCN guarantees restoration of services occurring due to error in local area (i.e., inside the city) within 4 hours from the time of complaint received by CCN. Disruption due to error in long carry Point to Point services or overhead services will be fixed at the minimum time possible. However, in case where disruption of services for reason other than natural calamities continues for more than 72 hours from the time of complaint received by CCN, compensation shall be made by reducing subscription fees proportionately for the period the services remain disrupted.

(b) Price protection on advance subscription payment: CCN does not promote advance subscription payment for the period exceeding 3 months and for the subscribers booking services, including pay channel subscriptions, for 3 successive months in advance, CCN

promises to avail such services to the subscriber at the agreed cost and any fluctuation in prices of broadcasters' pay channel shall not be taken into consideration.

(c) Temporary discontinuation of services: Any resumption of services following temporary discontinuation shall not attract installation or any extra charges. Discontinuation of services following non-payment or default on the part of customers shall be considered as temporary discontinuation of services. Also customer requesting disconnection of services for a certain time shall also be considered as temporary discontinuation of services.

(d) Disconnection of services: Disconnection of services to consumers shall be made effective from the date from when the consumer desire to surrender the services. Upon disconnection, all arrangements written or oral between CCN and the consumers shall by default stand terminated. However, liability of all dues payable by the customers to CCN or its linked Cable Operator shall lie upon the customers non-negotiable. CCN and its linked operator reserve all rights to recover such dues from the customers along with interest at standard rates for delay period on payment.

(e) Terms and conditions for billing and payment: On pre-paid system all payment shall be made in advance including applicable taxes for subscribing services. All bills and receipts on payment shall be communicated to the subscribers on their registered Mobile Number. Customers desiring for printed copy of bills and receipts may obtain the same from the office of the Local Cable Operator or CCN office.

5. Procedure and benchmark for grievance redressal: Customers can communicate their complains, suggestion or feedback in any of the following manner-

- i. Call our customer care at +91 9609701001 or Toll free number 1800 1232 356 from 10 hrs to 20 hrs from Monday to Saturday and from 10 hrs to 16 hrs on Sunday.
- ii. Write email to us at [cccom.slcare@gmail.com](mailto:cccom.slcare@gmail.com)
- iii. Submit in writing through our web-based complaint system available at link <http://cccom.in/complain>

All request/complaints relating to service breakdown or signal cutoff shall be consider as Type-I category complaints and will be redressed to appropriate person within 30 min of receipt, when made during working hours or by 10:30 hours on next working day. Resolution or compensation to such complaints will be made according to clause 4(a) of this document.

All other request/complaints including request for new service connection, bills & receipts, etc. will be consider as Type-II category request/complaints and will be redressed within same day for resolution when made during working hours or the very next working day. Resolution to such complaints will be made within 7 working days from the date of request/complains