

Declaration under schedule II (Regulation 31(3))

Subscription process for subscribing channels on a-la-carte basis:

1. Through TV directly (by clicking on respective keys in remote as prescribed on TV)
2. Contact your LCO
3. Call Customer Care number 1800 599 5555

Procedure for obtaining a new service connection and timelines:

1. Visit <https://apsfl.in> → Request for connection → Fill details → Submit
2. Call to toll free 1800 599 5555 for further guidance
3. Contact local LCO for new connection

Timeline: within 48 hours of order being placed subject to technical and operational feasibility

Relocation process for relocating to same / to a different location:

Within same premises:

If the subscriber wishes to move the CPE Box within the same house, contact your local LCO

To a Different Location:

Reinstall Request process

If the new location falls within the jurisdiction of the same LCO, necessary deinstallation and installation process will be done by the LCO directly based on request from subscriber

If the new location falls out of the jurisdiction of the existing LCO, the LCO will deinstall the equipment, terminate the services and take over the material from the subscriber after collecting outstanding amount if any. The subscriber will have to contact new LCO of the relocated place for a new connection subject to feasibility.