

# Manual of Practice

## Corporate Office:

AP State Fibernet Limited,  
NTR Administrative Block,  
Floor 3, Vijayawada,  
Andhra Pradesh- 520013.

## Procedure for customization of pack in FTA

Subscribers shall send an email to the following email ID with relevant channel details  
Email: [customizepack@apsfl.co.in](mailto:customizepack@apsfl.co.in)

## Procedure for Complaint Redressal:

Subscriber may lodge his/her complaint through the following routes

**Helpline: 1800 599 5555 (Toll free)**

Email: [care@apsfl.co.in](mailto:care@apsfl.co.in)

## Grievance Cell for Business Partners (Operators):

Email: [operatorgrievances@apsfl.co.in](mailto:operatorgrievances@apsfl.co.in)

## Terms of Provision of Service:

1. APSFL Triple Play Service shall be made available to the Subscriber with effect from the date of activation of the Customer Premises Equipment (CPE) Box.
2. The Subscriber shall fill in the Customer Application Form (CAF) and its acknowledgement slip (or in digital form whichever is applicable) and submit the CAF to the Local Cable Operator (LCO).
3. Photo identification and address proof shall be submitted along with the CAF by the subscriber; else the CAF will be treated as incomplete or deficient. The LCO shall return the acknowledgement slip of the CAF to the subscriber duly acknowledged.
4. The CAF contains a Unique Identification Number ("UIN") which the subscriber shall remember and quote in all the communications to APSFL whilst the application is under process.
5. Subject to technical and operational feasibility at the location requested by the subscriber, APSFL itself or through its LCO, shall within two days of the receipt of your application have the connection set up in the subscriber's premises.
6. CAF No. shall be quoted by the Subscriber in all future correspondence or follow ups.
7. In case of technical or operational non-feasibility at the location requested by the subscriber, APSFL or its LCO will inform the Subscriber about the same, within 7 days from the date of receipt of the CAF by APSFL or LCO, as the case maybe.
8. The subscriber shall have the option to select channel package or channels on an a-lacarte basis, as and when offered by APSFL.

9. The Subscriber shall ensure the safety and security of the CPE and take reasonable care to prevent any unauthorized use, theft, misuse, damages, loss etc. to the CPE

**Other Terms & conditions:**

1. **Disclaimer:** The LCO / APSFL shall make reasonable efforts to render uninterrupted Service to the Subscriber and shall make no representation and warranty other than those set forth in the Terms of provision of service.

2. **Limitation of Liability:** LCO, distributors, APSFL and its employees thereof shall not be liable to the Subscriber or to any other person for all or any indirect, special, incidental or consequential damage arising out of or in connection with the provision of the Service or inability to provide the same, whether or not due to suspension, interruption or termination of the Service or for any inconvenience, disappointment due to deprivation of any programme or information whether attributable to any negligent act or omission or otherwise. Provided however the maximum liability of LCO or Distributor or APSFL for any actual or alleged breach shall not exceed the subscription paid in advance for such duration of Service, for which the Subscriber had paid in advance, but was deprived due to such breach.

3. **Indemnity:** The Subscriber hereby indemnifies and holds harmless the LCO and/or APSFL from all the loss, claim, demand, suits, proceedings, damages, costs, expenses, liabilities (including, without limitation, reasonable legal fees) for use and misuse of the Cable Service or for nonobservance of the Terms by the Subscriber.

4. **Jurisdiction:** All disputes and differences with respect to these Terms between the Subscriber and APSFL or the LCO shall be subject only to the jurisdiction of the courts at Amaravati.