

Terms & Conditions

HARDWARE WARRANTY TERMS AND CONDITIONS:

- A. Tata Sky will facilitate the warranty on behalf of manufacturer on Hardware (Digicomp and Remote) (“Warranty”) during a period of twelve (12) months from the date of Installation (“Warranty Period”) on the following terms and conditions to You.
- B. The Warranty will not cover the following:
- (a) Hardware subjected to any installation or other work by any person other than an authorized Installation by an Engineer;
 - (b) faults due to exposure to adverse environmental conditions including excessive moisture and excessive temperatures,
 - (c) accidental or deliberate damage to the Hardware by anyone,
 - (d) any defect in the Hardware due to any unauthorized or improper use, replacement, removal, modification, alteration, tampering, negligence or failure to follow Our instructions as set out in the Tata Sky Subscription Contract, any user guides authorized by Tata Sky and other materials authorized by Tata Sky which are provided to You from time to time;
 - (e) damage to the Hardware on account of force majeure;
 - (f) Hardware on which the serial number or other applied and identifying labels have been removed, defaced or altered or cosmetic damage;
 - (g) Installation for any parts provided or services rendered by any third party during or after the Installation process;
 - (h) damage or faults arising due to defects or faults in the property at the Address of the Installation;
 - (i) damage arising to Your property at the Address of Installation which is caused by an act of omission, commission or negligence by You or any other third party service provider; and
 - (j) Hardware in case the Hardware is moved from the Address by an unauthorized person.
 - (k) Cosmetic failures (bezels, top covers, mechanical damage to the Hardware).
 - (l) Liquid damage in the Hardware including

contamination or corrosion.

- (m) Infestation or contamination by insects or animals.
- C. Subject to the exceptions enumerated in point (B) above, during the Warranty Period, any covered fault in the Hardware i.e. faults: (a) covered under the warranty provided by the manufacturer of the Hardware and (b) not falling under any of the exceptions above will be fixed by Tata Sky without any charge to You.
- D. After the expiration of the Warranty Period, Tata Sky does not have any obligation / liability to You if there is any defect in the Hardware. Tata Sky may provide You with an Annual Service Commitment facility for getting Your Hardware serviced after the end of the Warranty Period subject to an annual charge as may be determined by Tata Sky from time to time.
- E. Tata Sky reserves the right to charge for any service call by an Engineer and resulting Installation which does not relate to a covered fault or which takes place after the Warranty Period in accordance with the applicable rate card and debit such amounts from Your Subscriber Account.
- F. The Warranty provided herein is not assignable.
- G. To report a fault, You may call the Helpline or contact Tata Sky by any other method that Tata Sky provides from time to time.
- H. Based on commercial related or other factors, the terms and conditions of this Warranty are liable to be modified / revised at any point of time by Us without any separate notice to You. The revised Warranty terms and conditions shall be notified on the Tata Sky website i.e. www.tatasky.com, as and when any revision is applicable. You are advised to kindly refer to the website for the latest version applicable at any point of time.
- I. Except as expressly stated herein, Tata Sky makes no other representation, either express or implied, regarding Hardware. All warranties or representations, including implied warranties of merchantability and fitness for a particular purpose, title and non-infringement, are disclaimed.

- J. Applicable warranties on Hardware will be valid only if the Engineer completes the Installation as indicated by a duly completed Installation Work Order/ Work Order.
- K. The Warranty terms and conditions form part and parcel of the Specific Terms and Conditions of the Tata Sky Subscription Contract and shall be read in conjunction with each other. Capitalised terms used herein shall have the same meaning as assigned in the Tata Sky Subscription Contract. If there are any inconsistencies between these Warranty terms and conditions and the Tata Sky Subscription Contract, these Warranty terms and conditions shall govern for the limited purpose as specified herein. The Warranty terms and conditions are limited as specified and shall not constitute a modification or waiver of any other provision of the Tata Sky Subscription Contract.

SPECIFIC TERMS AND CONDITIONS OF TATA SKY SUBSCRIPTION CONTRACT

The following terms and conditions (the “Terms and Conditions”) set forth the agreement under which We will provide You with the Service and install the Hardware.

1. DEFINITIONS

- Certain words in this agreement have a specific meaning and are explained below for Your easy understanding:
- (a) Account Balance: the current available amount in Your Subscriber Account.
 - (b) Account Statement: a statement of transactions completed within a given time period, made available to You on a periodic basis and by a method determined by Us.
 - (c) Active Account Status: positive Account Balance in Your Subscriber Account
 - (d) Address: Your residential address in the Republic of India set forth in the Installation Work Order or any new residential address in the Republic of India to which You transfer the Service in accordance with this Subscription Contract.
 - (e) Add On Package(s): Package(s) offered by Us in addition to our Base Package(s) and may be opted by you in your sole discretion in addition to the Base Package chosen by You.
 - (f) Authorised Representative: a person aged 18 years or

- above deemed to have been authorised by You to take actions under the Subscription Contract.
- (g) Base Package: the entry level Package You are required to subscribe to for accessing the Service.
 - (h) Commercial Establishments: any establishment used for the purposes of trade and commerce.
 - (i) Content: any scheduled programming channel, platform service and any other programming services that We may offer You as part of any Package.
 - (j) Day: the 24-hour period from 00:00:00 hours to 23:59:59 hrs.
 - (k) Digicard: the Tata Sky owned card through which the Service is rendered when used with the Digicomp.
 - (l) Digicomp: a satellite receiver authorised by Us to use with Our digital conditional access system, including a PVR.
 - (m) Engineer: the Person who is authorised by Us to perform the Installation.
 - (n) Force Majeure Event: shall mean any reason or cause beyond the control of Tata Sky including but not limited to an act of God including fire, flood, windstorm or other natural disaster; failure of communications, equipment, machinery; transmission limitations / problems caused by topographical, geographical, atmospheric, hydrological, environmental conditions and / or such other factors / features / conditions, system(s) changes or capacity limitations for reasons of upgradation, variations, installation, relocations, repairs, operation and / or maintenance of systems / equipments / the service; revocation of Tata Sky's DTH license; breach of contract by any content and / or technology partner(s) of Tata Sky; threat to the security of Tata Sky Personnel (including the Engineer); theft, tampering with or damage to Tata Sky property or facilities.
 - (o) Grace Period: the period starting from the notified due date i.e. the date on which your Subscriber Account is due for recharge until the date Your Service is deactivated for failure to maintain the Minimum Account Balance.
 - (p) Hardware: the Digicomp and remote control specifically authorised by Us for You to receive and avail of the Service.
 - (q) Helpdesk: Our on-air information service.
 - (r) Helpline: Our call centre.
 - (s) Installation: set-up of the Hardware and Tata Sky

- hardware at the Address to activate the Service.
- (t) Installation Work Order: the form signed by You at the time of Installation to enable you to avail of the Service at the Address.
 - (u) Law: all applicable statutes, enactments, acts of legislature or Parliament, laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Government Authority, tribunal, board or court including, without limitation, the DTH guidelines in force issued by the Government of India for DTH broadcasting services and license obtained by Tata Sky Ltd. from the Government of India pursuant to all applicable law as amended, modified or re-issued from time to time.
 - (v) Minimum Account Balance: the Subscription Fee required to cover at least 1 day of subscription to Your chosen Service.
 - (w) Multi Dwelling Unit (MDU): a Unit situated in a building with four or more floors with single or multiple Units on each floor. For the sake of clarity, houses with three or less floors are excluded from the definition of MDU.
 - (x) MDU Consent: for installation at a Multi Dwelling Unit, consent obtained by Us from You as stated in the Installation Work Order.
 - (y) Multiroom Subscription: a subscription option which allows You to receive the Service on up to three Digicoms, in addition to Your first Digicomp, under the same Subscriber ID.
 - (z) My Tata Sky: Your online access to Your Subscriber Account through www.tatasky.com
 - (aa) Package: any package of Content which may be offered by Us, and selected by You from time to time as part of the Service. Includes Base Package and Add On Package.
 - (bb) Public Area: (i) any location open or accessible to the public without payment of an entrance or access fee including but not limited to bars, restaurants, hospitals, lobbies, waiting lounges and schools, and / or (ii) any location where an admission fee is charged, and / or (iii) public areas of any hotels or motels including but not limited to lobbies, restaurants, and waiting lounges.
 - (cc) PVR: Digicomp having the PVR (Personal Video Recorder) functionality.
 - (dd) PVR functionality: Personal Video Recorder functionality i.e. including but not limited to recording,

- playback, pause live TV and rewind live TV features on the PVR.
- (ee) PVR usage fee: a monthly fee chargeable on a per day basis which may get automatically debited to Your Subscriber Account every month by Us for offering You the PVR functionality.
 - (ff) Recharge Voucher: a paper voucher or electronic PIN, through which You could pay for and recharge the Service.
 - (gg) Registered Mobile Number: Your Indian mobile phone number indicated on the Installation Work Order or My Tata Sky through which You may transact with Tata Sky via SMS and on which You agree to receive promotional messages relating to the Service.
 - (hh) Registered Telephone Number: the Indian telephone number indicated on the Installation Work Order and used by the Helpline to recognize You as our Subscriber.
 - (ii) Service: the DTH broadcasting service provided by Tata Sky in India including any Packages and Showcase Events as may be authorised at the Address through the Hardware, from time to time, under the Subscription Contract including the enablement and provision of PVR functionality.
 - (jj) Showcase Event: any movie, programme or other event offered on Our platform and which may be ordered by You on payment of the specified amount.
 - (kk) Subscriber: shall mean a person (You) who agrees to these Terms and Conditions for availing Our Services for domestic purposes.
 - (ll) Subscriber Account: Your personal subscription account with Tata Sky for carrying out all transactions with Tata Sky.
 - (mm) Subscriber ID: the unique subscriber identification code issued to You for purposes of accessing Your Subscriber Account and availing of the Service at the specified Address.
 - (nn) Subscription Contract: this contract together with its Terms and Conditions including the Warranty terms and conditions, the Installation Work Order as modified and amended by Us from time to time.
 - (oo) Subscription Fee: the amount payable by You to receive the Service.
 - (pp) Tata Sky hardware: such hardware including but not limited to the minidish, LNB and Digicard which is provided by Us to You without any consideration and

- which is owned by Us.
- (qq) Unit: Premises used for non-commercial domestic purposes.
 - (rr) We, Us, Our or Tata Sky: Tata Sky Limited and its successors and assigns.
 - (ss) Work Order: the form signed by You in connection with any service that you wish to avail of post Installation.
 - (tt) You or Your: the party named on the Installation Work Order who must be an individual aged 18 years or above or any entity.

2. SUBSCRIPTION CONTRACT

- 2.1 Unless You provide a completed and duly signed Installation Work Order to the Engineer at the time of Installation, the Service will not be activated.
- 2.2 Tata Sky reserves the right to reject, in whole or in part, any Installation Work Order without assigning any reason.
- 2.3 By submitting a duly signed and completed Installation Work Order You acknowledge that You are fully informed about the Service, have read, understood and agree to be bound by all provisions of the Subscription Contract and have only thereupon opted to subscribe to the Service. No change by You to any information in the Installation Work Order shall be valid unless communicated by You and accepted by Us in accordance with the Subscription Contract.
- 2.4 The Subscription Contract covers Your receipt of the Service only at the Address.
- 2.5 You warrant and represent that You or Your Authorised Representative has achieved the age of majority, is otherwise competent to contract and has the authority to execute this Subscription Contract and be bound by it. Any breach of this section shall be grounds for termination by Us of the Subscription Contract.
- 2.6 You further acknowledge and agree that by taking any actions or allowing any actions to be taken on Your behalf by Your Authorised Representative under this Subscription Contract, including without limitation, choosing a Package, accepting the Service and utilizing Recharge Vouchers, You accept to be bound by the terms and conditions of this Subscription Contract.

3. TERM

The Subscription Contract will commence upon

activation of the Service and will remain valid, subject to applicable Terms and Conditions.

4. SERVICE

- 4.1 The Service You select will be provided to You in accordance with the Law.
- 4.2 We will provide the Service only for the purpose of Your private non-commercial use, enjoyment and home viewing at the Address and therefore You will not use the Service or any part of it for any other purposes. You fully understand that You cannot use any Content that is copied on your PVR except for private and domestic use.
- 4.3 The Service may not be viewed in areas open to the public or received by Commercial Establishments.
- 4.4 We shall be entitled to inspect the Address premises, without prior notice and during reasonable hours permitted under the law to verify Your compliance with the Subscription Contract and the intellectual property rights of any party and, in connection with such inspection, to take photographs and gather documents, materials, equipment or other information necessary as proof of any violation of this Subscription Contract or intellectual property rights of any party. In the event that We detect any violation of this Subscription Contract or any intellectual property rights utilizing fingerprinting or any other mechanism or system deployed by Us or by Our authorized representatives, then such fingerprinting or other mechanism or system shall be acceptable to You and any findings of contractual or intellectual property violations and / or violations of any other law/s through the use of fingerprinting or other method presented before the relevant authority shall be treated as conclusive proof of any such violation.

5. PACKAGES

- 5.1 You must subscribe to any one of the Base Packages in order to subscribe to Our Service.
- 5.2 Package Migration:
 - (a) You may at any time request to change Your Package from Your existing Package to another Package offered by Us as per the relevant terms and conditions prescribed by Us from time to time.
 - (b) In order to change the Package, You must have a Minimum Account Balance and be authorised to

- receive the Service.
- (c) The requested Package will be effective within 3 working days from the date of request.
 - (d) The requested Package will be activated on all Digicomps included in Your Multiroom.
 - (e) You will be liable to pay the applicable charges for the requested Package and such charges shall be effective from the date of migration to the said Package.
- 5.3 Upon required notice to You, We reserve the right, at any time, without liability to You to: (i) replace or otherwise withdraw Packages or Content, (ii) change or reduce the number of hours of any Content; (iii) blackout any Content; (iv) modify the prices for the Service or any part of the Service.
- 5.4 We reserve the right to change Packaging and introduce Base and Add On packages and/or offer channels on an a-la-carte basis.
- 5.5 Add On Packages need to be subscribed to separately. If Your Subscription has been deactivated or cancelled, You shall not be eligible to avail of Add On Packages too.
- 5.6 You acknowledge and agree that the Content provided by Us as part of the Service is being supplied by other parties and availability of Content is outside Our control.
- 5.7 We reserve the right to refrain from providing to You any Content in the interest of national security or in the event of emergency / war or similar situation or if the Content is anti-national, promotes political / religious propaganda, is against public policy, is banned or restricted from being distributed under any applicable Law or We otherwise determine that it is objectionable or obscene or is derogatory to any person or class of persons, hurts the religious sentiments of any religious group or infringes the privacy rights of any individual(s) or is not in the interest of Our subscribers or the general public.
6. **SHOWCASE EVENTS**
- 6.1 The Subscription Contract does not authorise You to receive any Showcase Events automatically. If You subscribe to any Showcase Events, such subscription will be subject to the terms specified by Us from time to time.
- 6.2 If Your Subscription has been deactivated or cancelled, You are not eligible to subscribe to or watch a Showcase

- Event. To subscribe to a Showcase Event, You must have the Minimum Account Balance.
- 6.3 Showcase Events must be subscribed to and cancelled as per the time limits specified by Us from time to time. For recording of Showcase Events on Your PVR, kindly refer to the Showcase viewing and recording FAQs on the Tata Sky website (www.tatasky.com).
- 6.4 Once the Showcase Event has commenced, You will not be entitled to cancel it and no refund will be given.
7. INSTALLATION
- 7.1 Installation will take place at a mutually convenient time and We will make reasonable efforts to arrange for an Engineer to perform Installation on the time and date requested by You.
- 7.2 Prior to scheduling the Installation, You need to obtain the necessary permission(s) / authorisation(s) required for installation at the Address including the requisite permission(s) / authorisation(s) to access any common (or third party) property for the purpose. You shall be solely responsible for resolving / addressing any and all third party objections to the Installation at the Address. You must ensure that We can safely access the Address and any common (or third party) property and carry out the installation in a safe and peaceful manner. Installation at the Address is subject to Your fulfillment of the requirements of this clause.
- 7.3 If You are a resident of a Multi Dwelling Unit (MDU), You need to give Your consent as stated in the Installation Work Order.
- 7.4 Installation at the Address will be carried out only in the presence of You or Your Authorised Representative. We may require You to furnish a copy of valid age and address via a photo identification proof (i.e. Voter ID, Ration Card, Passport, Driver's License)) at the time of Installation.
- 7.5 You will be charged for all Installations at Our prevailing rate schedule. Such charges will be debited to Your Subscriber Account.
- 7.6 By fixing the date and time of Installation and submitting a signed Installation Work Order, You indicate that You agree with the drilling, cabling and other work involved in the Installation.
- 7.7 You are responsible for the cost of any authorized third-party services and materials that may be necessary in connection with the Installation (for example, plumber

- or electrician). We will inform You in advance if those services are required. We are not responsible for actions of any such third party.
- 7.8 We reserve the right to charge You and debit Your Subscriber Account if the Engineer has visited and the Installation has not taken place because: (i) any necessary permission(s) / authorisation(s) have not been obtained or are withdrawn; or (ii) You or Your Authorised Representative are not present at the appointed time; or (iii) You have failed to furnish a valid age and address photo identification as required; or (iv) of a lack of authorised third-party services and materials required for Installation; or (v) of any other force majeure event.
- 7.9 In the event You wish to change the Installation Address, or reschedule the installation time, You will inform Us by contacting the Helpline at least forty-eight (48) hours prior to the scheduled Installation.
- 7.10 We shall not be liable to You in any manner whatsoever if the Installation has not been performed or cannot be performed because: (i) any necessary permission(s) / authorisation(s) have not been obtained or are withdrawn; or (ii) You or Your Authorised Representative are not present at the appointed time; or (iii) You have failed to furnish a valid age and address photo identification proof if required; or (iv) of a lack of authorised third-party services and materials required for Installation; or (v) of any other force majeure event.
- 7.11 We will consult with You on matters regarding Installation. However, considering our expertise in this matter, we shall be the decision making authority on all Installation matters.
- 7.12 We shall not be responsible or liable to You for interruption, disruption, deactivation of Service after Installation on account of any force majeure event.
8. RELOCATION TO NEW ADDRESS
- 8.1 If You want to relocate the Service to a new Address, You must notify Us immediately and book an Installation. We cannot guarantee that the Installation can be performed or that You will be able to receive the Service at the new Address. Installation at the new Address will be carried out only in Your or Your Authorised Representative's presence.
- 8.2 For an Installation at a new Address, the Hardware warranty will continue to be valid for the remainder of

- the Warranty Period.
- 8.3 We reserve the right to deactivate the Service in case the Hardware is moved from the Address and installed at an alternative address without Our express authorisation. In such case, any remaining warranty on the Hardware will be invalidated.
- 8.4 Installation at a new Address will be subject to Your fulfillment of the conditions laid down for Installation.
9. PRICING, BILLING PROCESS AND PAYMENTS
- 9.1 You will be required to pay for the Service and any Installation on a pre-paid basis, unless otherwise informed by Us.
- 9.2 All payments due to Us will be debited through Your Subscriber Account on a daily basis, unless otherwise informed by Us. Any Day-parts will be treated as a full Day for purposes of Subscription Fee billing.
- 9.3 By signing the Installation Work Order, You are authorising Us to automatically charge Your Subscriber Account for the Subscription Fee and for any other payments or charges incurred by You on the due date for such amounts.
- 9.4 We reserve the right to vary the prices for the Service from time to time. Please refer to the Helpdesk for current pricing information and for other information regarding the Service.
- 9.5 The Service will be made available to You during the Grace Period. Prior to the expiry of any applicable Grace Period, You will be required to maintain a Minimum Account Balance in Your Subscriber Account.
- 9.6 You may increase Your Account Balance by using Recharge Vouchers or by any other payment method, as notified to You by Us.
- 9.7 Your Account Balance is non-transferable.
- 9.8 Recharge Vouchers are not valid after the applicable expiry date.
- 9.9 Unless otherwise specified by Us, You are responsible and liable for payment of all taxes, duties, levies and charges imposed by or under any Law in connection with the Service.
- 9.10 Without prejudice to Our right to deactivate and cancel the Service, We reserve the right to charge interest at 18% per annum or the maximum rate permitted by Law on any past / current due amounts.
- 9.11 You shall be entitled to only those discounts, credits or

refunds as expressly authorised by Us.

10. DIGICARD / DIGICOMP

- 10.1 The Tata Sky hardware will at all times remain Our property.
- 10.2 Mere possession of the Digicard shall not give You the right to receive the Service.
- 10.3 You may possess only one Digicard per Digicomp.
- 10.4 If the Digicard is lost, stolen or damaged, You must contact Us immediately. We reserve the right to charge You for all losses, damages and costs accrued to or incurred by Us for any unauthorised use and replacement of the Digicard.
- 10.5 We may from time to time, for any reason, replace the Digicard. In such cases, You will cooperate with Us in the replacement of any Digicard. We will notify You of the details for the process of replacing the Digicard.
- 10.6 You must not take the Digicard out of the Digicomp. You must not allow anyone else to otherwise tamper with or use the Digicard and the Digicomp or in any manner We do not specifically authorise.
- 10.7 Each Digicard is compatible with only one Digicomp, and cannot be used on any other Digicomp.
- 10.8 If You transfer the Digicard without Our prior written consent We reserve the right to cancel the Services.
- 10.9 In order to receive an uninterrupted Service, You must keep Your Digicard in Your Digicomp and Your Digicomp must be connected to a main power supply and minidish and kept at the standby mode when not in use.
- 10.10 You must allow Tata Sky to update the software in the Digicomp by sending signals to Your Digicomp.
- 10.11 Tata Sky will deactivate the Digicard if it is necessary to protect the security of Our system or any other part of the Service or if We believe You are using the Digicard in ways which are not authorised, or where We otherwise believe it is reasonable to do so.
- 10.12 You shall return the Digicard to Us immediately upon (i) deactivation or cancellation of Your Service and / or the termination of this Contract for any reason whatsoever; (ii) replacement of the Digicard by Us.
- 10.13 You may use the Digicard and the Digicomp only in the manner prescribed in this Subscription Contract. You cannot use the Digicard and / or the Digicomp in any manner or for any purpose not specifically prescribed herein.

- 10.14 You must not allow any other person or entity to use the Tata Sky hardware and / or the Hardware, in any manner and for any purpose whatsoever.
- 10.15 We may disable or alter remotely certain functions of Your PVR so as to prevent You from copying certain channels or programmes that we are bound by law or contract to prevent.

11. TATA SKY HARDWARE

- 11.1 Post Installation, We do not assure that the Tata Sky hardware will be fault free and any external damage or tampering with the same is Your responsibility.
- 11.2 You must keep Tata Sky hardware in good and useable condition at all times (fair wear and tear excepted) until returned to or collected by Us.
- 11.3 You agree that We may, at any time after deactivation of the Service, remove the Tata Sky hardware from the Address.
- 11.4 Only We can authorise the installation, removal, repair or maintenance of the Tata Sky hardware.
- 11.5 You must not remove any marking that identifies the Tata Sky hardware as belonging to Us.
- 11.6 All Tata Sky hardware will at all times remain the property of Tata Sky and ownership cannot be transferred. The Tata Sky hardware cannot be moved from the Address without Our prior written consent, for any purpose whatsoever.
- 11.7 You acknowledge that the Tata Sky hardware has been provided to you on an entrustment basis only to avail of the Service during the validity of the Subscription Contract. We reserve the right to repossess the Tata Sky hardware and/or claim damages from you for any loss or damage to the Tata Sky hardware or in the event of Your failure to return the Tata Sky hardware within the specified time frame.

12. ACCESS TO SUBSCRIBER ACCOUNT

- 12.1 You agree to provide true, accurate, current and complete information about Yourself and promptly update Your contact information.
- 12.2 Calls from Your Registered Telephone Number will be identified by the Helpline however identification verification may be sought.
- 12.3 In the event calls are not from the Registered Telephone Number, You will be asked for identification verification in accordance with a verification process.

- 12.4 You are responsible for maintaining the confidentiality of Your Subscriber ID and Your My Tata Sky account and are fully responsible for all activities that occur relating to Your Subscriber ID.
- 12.5 You are responsible for all activities that take place under Your Subscriber Account and Your My Tata Sky account, including any activities which result from calls made from the Registered Telephone Number and all activities of Your Authorised Representative.
- 12.6 You will be sent an Account Statement on a periodic basis by e-mail. Account statements for the previous six months shall be available free of cost on www.mytatasky.com. You may request for an Account Statement for any additional period or if you require an Account Statement by mail. For such request, We reserve the right to charge You and debit Your Subscriber Account.
- 12.7 We may provide alternative ways for You to access Your Subscriber Account, which shall be notified to You from time to time.
- 12.8 It is Tata Sky's policy to provide You with first class service in all matters relating to the provision of the Service. In order to achieve this, You consent to the monitoring and recording of Your telephone calls to the Helpline to ensure that all such calls are handled expeditiously, efficiently and with courtesy.

13. DEACTIVATION AND CANCELLATION

- 13.1 Your Service will be deactivated by Us if:
- (a) You fail to maintain a Minimum Account Balance at the end of the Grace Period; or
 - (b) You cancel the Service at any time
- 13.2 The PVR functionality shall be liable to be disabled on non payment of the PVR Usage Fee.
- 13.3 We reserve the right to deactivate or cancel Your Service if at any time any license, permission or authorisation necessary for Us to operate the Service (including Our DTH license) is revoked or suspended.
- 13.4 We may cancel Your Service at any time if, in Our sole discretion, We determine that You:
- (a) are in breach of any provision of the Subscription Contract;
 - (b) have acted in a manner that is inappropriate;
 - (c) copy, redistribute, relay, re-broadcast, or transmit the Service and/or recordings made via Your PVR in an unauthorised manner or otherwise allow the

- interception of the Service and/or recordings made via Your PVR by any equipment which would allow for its distribution or redistribution from the Address to any neighbouring premises, cable operator or any other person or entity or We suspect that You are copying, redistributing, relaying, re-broadcasting, or transmitting the Service and/or recordings made via Your PVR in an unauthorised manner or otherwise allowing the interception of the Service and/or recordings made via Your PVR by any equipment which would allow for its distribution or redistribution from the Address to any neighbouring premises, cable operator or any other person or entity.
- (d) permit or allow the viewing of Content certified for adult viewing by minor/s;
 - (e) use the Service or the Hardware or Tata Sky hardware or related facilities for transmitting objectionable content, messages or communications or for anti-national activities;
 - (f) sell or make any charge for the viewing of the Service and/or any recordings including those made via Your PVR;
 - (g) show or permit the viewing of the Service and/or any recordings including those made via Your PVR in public to an audience, even if no charge is made;
 - (h) use in any manner whatsoever any of Our trademarks; or
 - (I) the Hardware and / or Tata Sky hardware provided to You under this Subscription Contract is found outside the territory of India; or in the possession of any third person / entity other than Your Authorised Representative; or is being used in a manner or for a purpose not prescribed, authorised or permitted hereunder.
- 13.5 Any deactivation or cancellation of the Service hereunder will be applied to all Digicards in all Digicomps covered under Your Subscriber Account.
- 13.6 Any deactivation or cancellation of the Service shall be effected by deactivation or cancellation of the Digicard.
- 13.7 In case of cancellation, You will forfeit any available balance in Your Subscriber Account.
- 13.8 In case of a cancellation, We reserve the right to terminate the Subscription Contract and require You to return the Tata Sky hardware to Us.
- 13.9 The Terms and Conditions set out in Clauses 11, 17,

18, 19, 20 and 21 will continue to apply after the term of the Subscription Contract ends.

13.10 If You breach the provisions of this Subscription Contract You agree that:

- (a) We or any affected party may prosecute violations of the foregoing against You and other responsible parties in any court of competent jurisdiction and under any applicable laws;
- (b) We may prevent You from carrying on any such unauthorised activities by any means available under applicable law, including preventing You from receiving the Service; and
- (c) for any act committed by You in relation to the Service amounting to an offence under copyright and / or any other law, You shall pay Us such amount(s) as directed by Us which shall not be less than Rupees Five Thousand Only for every day during which such offence/s continue in respect of each offence. We shall also be entitled to take such action as We deem appropriate to curb such acts, including deactivation and / or cancellation of Your Service and avail of other civil and criminal remedies as provided under the law.

14. ANTI-PIRACY MEASURES

- 14.1 Notwithstanding anything contained in this Subscription Contract, We shall be entitled, at all times, to employ such measures for the detection of piracy and / or other unlawful activities with respect to the Service as We deem fit, including but not limited to, fingerprinting or any other mechanism or system deployed by Us and / or third parties authorised by Us for the purpose.
- 14.2 Your usage of the Services shall be closely monitored for activities resulting in a breach of the terms of this contract and / or the intellectual property rights of any party and / or violation of any law. In the event of a suspicion / detection of misuse by You of the Service, We shall be entitled to take such action as We deem appropriate to curb such misuse, including deactivation and / or cancellation of Your Service and other civil and criminal sanctions as provided under the law.
- 14.3 We shall not be liable to You for any bona fide action (including deactivation and / or cancellation) taken by Us to protect the intellectual property rights of any party and / or check other unlawful activities in relation

to the Service, even if such action is based on information (whether generated by Us or provided to Us by authorised third party/ies) which is later proved to be incorrect.

15. REACTIVATION

- 15.1 We reserve the right to reactivate any deactivated Subscriber Account in Our sole discretion.
- 15.2 On reactivation upon recharge, the Subscription Fee for any viewing during the Grace Period will be charged to and debited from Your Subscriber Account.

16. MAINTENANCE OF TATA SKY HARDWARE

- 16.1 In addition to the provisions of Clause 11.1 above, Tata Sky, will not be responsible for maintenance of Tata Sky hardware (a) which is subjected to any Installation or repair or maintenance work by any person other than by an authorized Engineer; (b) to which accidental or deliberate damage is caused, (c) in which any defect is caused due to any unauthorized or improper use, replacement, removal, modification, alteration, tampering, negligence or failure to follow Our instructions as set out in the subscription contract, any user guides authorized by us and other materials authorized by Us which are provided to You from time to time; (d) in the event of force majeure; (e) on which the serial number or other applied and identifying labels have been removed, defaced or altered or cosmetic damage; (f) because of damage or faults arising due to defects or faults in the property at the Address of the Installation; (g) because of damage arising to Your property at the Address of Installation which is caused by an act of omission, commission or negligence by You or any other third party service provider; and (h) in case Tata Sky Hardware is moved from the Address.
- 16.2 In the event of relocation, Tata Sky shall bear no responsibility for maintenance of the Tata Sky hardware from the date of request for relocation till the date of Installation at the new Address until payment of relocation charges, which shall be communicated to You prior to the relocation.
- 16.3 We reserve the right to charge for a service call by an Engineer and resulting repair or replacement of Tata Sky hardware, if any in case of occurrence of any event as stated in 16.1 above.

- 16.4 To report a fault, You may call the Helpline or contact Us by any other method that we provide from time to time.
- 16.5 Except as expressly stated in this Subscription Contract, We make no warranty or representation, either express or implied, regarding any Installation or Tata Sky hardware or the Service. All warranties or representations, including implied warranties of merchantability and fitness for a particular purpose, title and non-infringement, are disclaimed.
17. LIMITATIONS ON LIABILITY
- 17.1 We are not liable to You for any damage to property or person that may take place during or in connection with any Installations and Your use of the Hardware or Tata Sky hardware.
- 17.2 We are not liable to You for any act or omission on Your part.
- 17.3 We are not responsible for any consequential or indirect damages or losses relating to the Hardware, Service, or any Installation, whether based on negligence or otherwise. We are not responsible for loss or corruption of any data recorded by You on Your PVR, which for technological reasons is beyond Our control. Regardless of the cause, Our total liability for any proven direct damages or losses to You and anyone else will in no event exceed the amount that You have paid to Us for the Service during the six (6) month period immediately prior to the specific event that gave rise to such damage or loss.
- 17.4 We reserve the right, without any liability whatsoever to You, to interrupt, suspend, deactivate, cancel, modify or refuse to provide the Service or any part of the Service, (i) if We determine, in Our discretion, it is necessary under any Law; (ii) due to a failure or degradation of any facilities, equipment or systems used to provide the Service; (iii) to combat any acts of piracy, fraud or misuse of the Service; (iv) due to any act beyond Our control; and (v) for any legitimate business purpose. In the event of an interruption, suspension or deactivation of the Service, We may, in Our discretion, reactivate the Service subject to any conditions that We may require from time to time.
- 17.5 You shall indemnify and hold harmless Us, Our affiliates, contractors, distributors and the respective officers, employees and agents of the foregoing against

any and all claims, lawsuits, demands, actions, costs, liabilities, judgments, losses, damages and expenses (including legal expenses of a lawyer) which arise out of or relate to any acts or omissions by You, including any breach by You of the Subscription Contract or the use or misuse of the Service by You or anyone using Your Subscriber Account.

18. DATA PROTECTION

Tata Sky values Subscribers' privacy. The personal data provided by You in the Installation Work Order will be kept secure and will be used only by Tata Sky/ Tata Sky authorized agencies to make contact with You for relevant information about Our products, services and offers and for market research purposes. We may use or share group viewing patterns of Our Subscriber base with government agencies, if required by law, or for the purposes of product development, research, strategic, financial or other business decisions.

19. CHANGE IN THE TERMS AND CONDITIONS OF THE SUBSCRIPTION CONTRACT

Based on regulatory, commercial, consumer related or other factors, the Terms and conditions of this Subscription Contract are liable to be modified / revised at any point of time by Us without any separate notice to You. The revised Subscription Contract shall be notified on the Tata Sky website i.e. www.tatasky.com, as and when any revision is applicable. You are advised to kindly refer to the website for the latest version applicable at any point of time.

20. GOVERNING LAW AND JURISDICTION

20.1 This Subscription Contract will be governed and construed under the laws of India.

20.2 The Service being of an all India nature, You agree that the courts at New Delhi will have exclusive jurisdiction over all disputes, differences, claims, actions and proceedings pertaining to this Subscription Contract.

21. NOTICES

21.1 By You: Must be in writing and addressed to Customer Operations, Tata Sky Limited, at its registered address or otherwise as specified by the Helpdesk.

21.2 By Us: You agree that the notifications provided by the

Helpdesk, Alert, in Your Account Statement or any other method specified by the Helpdesk will be sufficient and adequate notice.

22. MISCELLANEOUS

- 22.1 This Subscription Contract contains the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements or understandings, written or oral, with respect to the subject matter herein.
- 22.2 No failure to exercise and no delay in exercising any right, power or remedy under this Subscription Contract will operate as a waiver. Nor will any single or partial exercise of any right, power or remedy preclude any other or further exercise of that or any other right, power or remedy.
- 22.3 Any provision of this Subscription Contract which is illegal, void or unenforceable will be ineffective to the extent only of any such provision being held to be illegal, void or unenforceable without invalidating the remaining provisions.