

Requirements on DPO Website	
The total channels carrying capacity (in terms of number of standard definition channels)	352 Chs
Number of channels for which signals of television channels have been requested by Sun Direct from broadcasters under Interconnection Regulations dated 03.03.2017 and the interconnection agreements signed	NA
Spare channels capacity available on the network for the purpose of carrying signals of television (in terms of number of NIL standard definition channels)	Nil
List of channels, in chronological order, for which requests under interconnection Regulation dated 03.03.2017 I have been received from broadcasters for the distribution of their channels, the interconnection agreements have been signed and are pending for distribution due to non-availability of the spare channel capacity	Nil
Target Market	PAN India

Declaration under schedule II (Regulation 31(3))

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

1. Visit www.sundirect.in and select the required channel in manage packs section.
2. SMS add <channel Number> to 58585 from your registered mobile number.
3. call sun direct Helpline number 1800 123 7575
4. Visit your nearest SSS dealer

5. Procedure for obtaining a new service connection and timelines :

1. Visit www.sundirect.in and place order for a new connection
2. call sun direct Helpline number 1800 123 7575
3. Visit your nearest SSS dealer

Timeline :Within 24 hours of order being placed

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

a. Within same premises :

If the subscriber wishes to move the set top box within the same house, call us or drop an email or raise a request on www.sundirect.in

b. To a different Location :

1. Only De-install Request

Once the subscriber has requested, The technician will deinstall SunDirect and handover the material to the subscriber.

2. De-installation with installation at new location

Once the subscriber has requested, the technician will deinstall Sun Direct and handover the material to the subscriber and re-installation request will be automatically created, subscriber doesn't need to contact sun direct again raising a reinstallation request.

CUSTOMER PREMISES ITEM

LNBF (Universal)	150
Complete ODU Kit (No LNBF & Cable)	400
Cable RG6 Per Meter	12
Reflector	200
RG6 Connectors	25
LNBF Clamps	25

RELOCATION POLICY

Only Dismantling	150
Only Re-Installation	250
Shifting in the same premises	250
Dismantling & Re-installation in different Premises	400

✚ Reinstallation or any related work using the said components to be done, visiting charges Rs.150/- extra

✚ While doing the Reinstallation or Shifting in the same premises any spare parts if required as said above price list applicable