



# Service Rate Card



## IN WARRANTY

Description	Important Note
<b>STB</b>	<ul style="list-style-type: none"> <li>➤ STB carries 1 Year Warranty from Date of Activation</li> <li>➤ Seal needs to be intact and not to be broken</li> <li>➤ STB should not be damaged or tampered</li> <li>➤ No components should be missing or replaced</li> <li>➤ Any damage on STB, customer to get upgrade done</li> <li>➤ Natural calamities / disaster / environmental failures not covered in Warranty</li> </ul>
<b>SMC</b>	➤ No Warranty
<b>CAM-IDTV</b>	➤ 1 Year Warranty
<b>REMOTE</b>	➤ 6 Months from Date of Activation
<b>ADAPTOR</b>	➤ 6 Months from Date of Activation
<b>LNBF - All Type</b>	➤ 6 Months from Mfg. Date or Date of Activation whichever is earlier
<b>ODU Back Part (black plastic one), Cable &amp; Connectors</b>	➤ No Warranty
<b>REPEAT</b>	<ul style="list-style-type: none"> <li>&lt; 30 Days from 1st complaint no visit charges for all complaints excluding STB / Hardware</li> <li>Hardware/STB &amp; SMC related fault - Visiting Charges applicable</li> </ul>

## OUT WARRANTY

VISIT CHARGES			Rs.175/-
Description	Walk In	Customer Place	Important Note
<b>STB REPLACEMENT</b>			
SVC STB - SSS / DT / CUSTOMER	275	375	➤ STB carries 3 Months Warranty from Date of
UPGRADE - SD		675	➤ For Upgrade it carries 1 Year Warranty from Date of Swapping.
UPGRADE - HD		875	➤ Including visit charge
<b>SMC</b>			
SSS / DT / CUSTOMER	275	350	<ul style="list-style-type: none"> <li>➤ SMC No Warranty</li> <li>➤ Including visit charge</li> </ul>
<b>CAM - IDTV</b>			
SSS / DT / CUSTOMER		500	<ul style="list-style-type: none"> <li>➤ CAM 1 Year Warranty</li> <li>➤ Including visit charge</li> </ul>
<b>REMOTE</b>			
SSS / DT / CUSTOMER	150	200	<ul style="list-style-type: none"> <li>➤ Remote No Warranty</li> <li>➤ Including visit charge</li> </ul>
<b>ADAPTOR</b>			
SSS / DT / CUSTOMER	200	250	<ul style="list-style-type: none"> <li>➤ Adaptor No Warranty</li> <li>➤ Including visit charge</li> </ul>
<b>CUSTOMER PREMISES ITEM</b>			
LNBF (Universal)	150		<ul style="list-style-type: none"> <li>➤ Reinstallation or any related work using the said components to be done</li> <li>➤ Visiting charges extra</li> </ul>
Complete ODU Kit (No LNBF & Cable)	700		
Cable RG6 Per Meter	12		
Reflector	350		
RG6 Connectors	32		
LNBF Clamps	25		
<b>RELOCATION POLICY</b>			
Only Dismantling		150	<ul style="list-style-type: none"> <li>➤ While doing the Reinstallation or Shifting in the same premises any spare parts if required as said above price list applicable</li> </ul>
Only Re-Installation		250	
Shifting in the same premises		250	