

# Provisions For Temporary Disconnection Of Services

## PROVISIONS FOR TEMPORARY DISCONTINUATION OF SERVICES AND DETAILS OF RESTORATION FEE AND REACTIVATION FEE, IF APPLICABLE

- PANMETRO may deactivate a particular channel/bouquet within 72 hours, on receiving such request from the Subscriber, provided such channel or bouquet is not within the lock-in period.
- PANMETRO may deactivate a particular channel/bouquet due to non-availability of such channel /bouquet on its network (due to reasons other than natural calamities or technical failure), by giving 15 days prior notice to the scheduled change, provided such channel or bouquet is not within the lock-in period.
- The Subscriber may request PANMETRO to temporarily suspend the cable services for a minimum period of 1 month. Such request should be made at least 15 days prior to the suspension. PANMETRO may charge Rs 25 as Restoration Fee, if the services remain suspended for a period not exceeding 3 months.
- If the Subscriber has taken the STB under the Rental Scheme, PANMETRO shall charge the rental amount of STB during the period of temporary suspension.
- PANMETRO may deactivate the services of the Subscriber in case the services remain suspended for more than 3 months. The services shall be reactivated within 72 hours of receipt of request and PANMETRO may charge Rs 100 as Reactivation Fees for the same.