

### Declaration under schedule II (Regulation 31(3))

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

1. Visit tataplay.com and select the required channel in manage packs section.
2. SMS Add to 56633 from your registered mobile number.
3. Call Tata Play Helpline number 1800 208 6633
4. Visit your nearest Tata Play dealer

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

1. Visit tataplay.com and place order for a new connection
2. Call Tata Play Helpline number 1800 208 6633
3. Visit your nearest Tata Play 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 mytataplay.com

b. To a Different Location:

1. Only Deinstall Request Once the subscriber has requested, the technician will deinstall Tata Play and handover the material to the subscriber. The subscriber will have to call the contact center again to create the relocation request (for re-installation) Subscriber can use this option if there is a considerable gap between deinstallation and re-installation.

2. Deinstallation with installation at new location Once the subscriber has requested, the technician will deinstall Tata Play and handover material to the subscriber and re-installation request will be automatically created, subscriber doesn't need to contact Tata Play again for raising a reinstallation request.

Disclaimer: Subscriber has to carry all the materials.

Relocation Charges (in Rs.)				
Tata Play	No. of Boxes	Same Premise	New Premise	
			With Kit	Without Kit
Residential - Regular	1	300	300	800
	2	400	400	900
	3	500	500	1000
	4	600	600	1100
<b>De-installation Charges</b>				<b>200</b>