

Declaration under schedule II (Regulation 31(3))

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

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

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

1. Visit tatasky.com and place order for a new connection
2. Call Tata Sky Helpline number 1800 208 6633
3. Visit your nearest Tata Sky 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 mytatasky.com

b. To a Different Location:

1. Only Deinstall Request

Once the subscriber has requested, the technician will deinstall [Tata Sky](#) 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 Sky and handover material to the subscriber and re-installation request will be automatically created, subscriber doesn't need to contact Tata Sky again for raising a reinstallation request.

Disclaimer: Subscriber has to carry all the materials.

Relocation Charges (In Rs.)				
Tata Sky	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
De-installation Charges				200