

## **WEBSITE and CRM FAQs FOR CONSUMERS:**

### **1. What is the NTO regulation all about?**

The NTO regulation was implemented in 2019. The regulation gives the consumer the freedom to subscribe and pay only for the channels or channel packs that they want to watch.

### **2. How will the consumer be charged by the service provider in the NTO regulation?**

The service provider is entitled to charge the consumers for the following and also provide a detailed bill having the following breakup:

- Fixed operating charges towards network capacity (Network Capacity Fees) that the service provider must declare upfront
- MRPs (exclusive of applicable taxes) for the pay channel packs and a-la-carte channels opted by the consumers
- All applicable taxes

For example, a consumer has opted for Disney Star's Star Value Pack Hindi with an MRP of Rs 59 (exclusive of applicable taxes) through the service provider. The service provider has declared a Network Capacity Fee of Rs 130. In this instance, the consumer's bill shall be calculated as  $\text{Rs } 130 + \text{Rs } 59 = \text{Rs } 189 + \text{taxes}$ .

### **3. What do channel Bouquet/pack of Channels and A-la-carte Channels mean?**

A channel bouquet/pack is a combination of channels that are offered together at one price. This helps the consumers to conveniently choose their favorite Bouquet/pack of channels that cater to the diverse needs of a household. Such channel packs can be made available by both broadcasters and the channel service providers.

Disney Star has created various language-based channel packs to provide viewers with their favorite content like Drama, Movies, Sports, Kids

entertainment and Knowledge in one place. To know more about various Disney Star channel packs please visit <https://www.disneystar.com/documentation/>

The consumer also has the option to individually select each channel that they wish to subscribe. Such selection of channels on individual basis is referred to as A-la-carte.

**4. Can service providers create their own channel pack?**

Yes, the service providers can create their own pack by combining various channel packs and/or a-la-carte channels offered by various broadcasters. Please contact your service provider or visit your service provider's website for further details on channel packs offered by your service provider.

**5. Are the MRPs declared on Disney Star's website inclusive of taxes?**

No. The prices are excluding applicable taxes.

**6. Why are some service providers charging different prices for Disney Star Channels (A-la-carte or Channel packs)?**

The service provider cannot charge the consumer higher than the declared MRPs (exclusive of applicable taxes) for Disney Star's channels and packs. For details about various Disney Star channels and pack prices, please visit <https://www.disneystar.com/documentation/>

Besides, service provider is obligated to provide a detailed bill to the consumers including the breakup of all the charges:

- a) Fixed operating charges towards network capacity fee
- b) MRPs (exclusive of applicable taxes) for the pay channel packs and a-la-carte channels opted by the consumers
- c) Applicable taxes

## **7. How are High Definition (HD) channels different from Standard Definition (SD) channels and why the rates are different?**

HD channels provide a superior picture and sound quality. Picture resolution is 5 times sharper along with a digital Dolby sound thereby giving theatre or stadium like experience to the viewer. Hence in view of enhanced viewing experience provided by HD channels, the rates differ from SD channels.

To best enjoy the HD Channels, you need to subscribe to HD channels and have a HD enabled TV as well as a HD Set Top Box.

Disney Star offers 31 HD channels. To know more about our HD channels and packs please visit

<https://www.disneystar.com/documentation/>

## **8. Can I avail all Disney Star Channels in one single channel pack?**

Disney Star has created various language-based channel packs which includes Value and Premium packs to cater to diverse needs of the viewers and the viewers have the option to choose the choicest channel pack. Disney Star Value packs, which are cost effective, offer diverse content including Drama, Movies, Sports, Kids entertainment and Infotainment in a single channel pack. Disney Star Premium packs also offer the best of international content and marquee sports in addition to the Value Pack content.

To know more about Disney Star's channel packs please visit <https://www.disneystar.com/documentation/>

Please contact your service provider for availability of Disney Star Channels.

## **9. I have already purchased an annual pack; will I get refund?**

Request you to contact your service provider for details and clarity on the validity of your existing pack and revised packs /plans.

**10. What can the consumer do if the service provider is not providing Disney Star Channels?**

If your service provider is not providing Disney Star Channels, the consumer may either request for the same or alternatively may switch to a service provider who is providing Disney Star channels and/or packs in their area.

**11. If I'm purchasing a channel pack and don't want a particular set of channels in the pack, can I get a refund?**

Disney Star has crafted channel packs keeping in mind the diverse requirements of consumers. In case you do not want all the channels in the subscribed channel pack, you may select another channel pack or subscribe to channels on an A-la-carte basis.

**12. Is the previous version of Star Value Pack going to be discontinued or would it still be available?**

The previous version of 'Star Value Pack' will not be available with effect from 1<sup>st</sup> February 2024. To know more about revised Disney Star channel and pack offerings, please visit <https://www.disneystar.com/documentation/>

**13. Since when would the new Disney Star offerings be applicable?**

The revised Disney Star channel and packs offerings will be available across all platforms with effect from 1<sup>st</sup> February 2024. To subscribe to your favorite Disney Star channels and/or packs, kindly contact your Cable or DTH service provider.