

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

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

1. Login with your Subscriber ID and password through recharge page on www.maulinetwork.com or through Mauli Cable app on play store to select and pay for the required channel.
2. Visit our office at Ground floor, Baburao Wange Chawl, Jain Mandir Rd, Tanaji Nagar Rd, Kurar Village, Mumbai, Maharashtra 400097.
3. Call Mauli Cable Network Helpline number 1800 309 6899
4. Write to us on wecare@maulinetwork.com

Procedure for obtaining a new service connection and timelines:

1. Visit www.maulinetwork.com and place order for a new connection in the chat box.
2. Call Mauli Cable Network Helpline number 1800 309 6899
3. Visit our office at Ground floor, Baburao Wange Chawl, Jain Mandir Rd, Tanaji Nagar Rd, Kurar Village, Mumbai, Maharashtra

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 www.maulinetwork.com

b. To a Different Location:

1. Only Deinstall Request Once the subscriber has requested, the technician will deinstall the set up box 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 the set up box and handover material to the subscriber and re-installation request will be automatically created, subscriber doesn't need to contact Mauli Cable Network again for raising a reinstallation request.

Disclaimer: Subscriber has to carry all the materials.