

SOP – INSTL OF CABLE TV/ INTERNET CONNECTION DHAB

1. In order to facilitate the customers and emps of DHAB, living in the Villas Community, DHAB has ensured provn of ICT svcs through its indigeously laid OFC and private vender “M/S City Cable Network”, **temp**. Moreover, till depl/ commissiiong of perm infra of FTTH/ GPON, fol procedure will be followed:-

2. **New Connection**

- a. Customers desrious to apply can collect “New Connection Request Form” (**Flag-B**) from ICT Br of DHAB OR download from DHAB website (Download option under About Tab).
- b. DHAB’s emps will submit written request for instl of new connection through their respective brs to the ICT Br.
- c. Customers of DHAB will submit their request to the ICT Br of DHAB.
- d. ICT Br of DHAB will process the connection request for its approval from competent auth.
- e. Rep of “M/S City Cable Network” will instl TV and Internet svcs at the requested Villa/ loc.
- f. On vacation of accomodation, clearance certificate wrt payment of customer’s outstanding dues will be obtained from “ M/S City Cable Network” and deposited with the ICT Br.

3. **One Time Cost (OTC)**

- a. Before instl of connection, ICT Br will process minsheet for exp on acct of OTC for its approval from the competent auth.
- b. Amount as per TV or Internet connection will be paid to “M/S City Cable Network” via minsheet by the ICT Br.
- c. In case of family accomodation, only charges of the Router will be paid by the villa’s resident.
- d. However,IRO Bachelor’s accomodation charges of the Router will be paid by the DHAB, as OTC.
- e. Detail of OTC is mentioned below:-

(1) **Cable TV Connection**

Ser	Items/ Description	Amount (Rs)	Req For	Remarks
(a)	Node (for 10 users upto 50 mtr)	8,000.00	Cable TV	
(b)	Fiber Convertor/ Power Tranmitter			
(c)	TV Pins and Accessores	1,000.00		
(d)	Coaxial cable	1,000.00		
(e)	Instl	1,000.00		
Total		11,000.00		

(2) **Internet Connection**

Ser	Items/ Description	Amount (Rs)	Req For	Remarks
(a)	Router	3,500.00	Internet	
(b)	Media Convertor (Fiber to Cat-6)	3,500.00		
(c)	Connector and accessories	1,000.00		
(d)	Cat-6 cable	1,000.00		
(e)	Instl	1,000.00		
Total		10,000.00		

4. **Monthly Charges** - **Flag-A**

- a. DHAB's emps living in villas as bacholar accommodation, monthly charges will be paid by DHAB through min sheet (as per package at **Flag-A**).
- b. DHAB's emp living with family will pay monthly charges themselves to "M/S City Cable Network" dirctly (as per packager at **Flag-A**).
- c. On non payment of dues exceeding 3 months, svcs will be suspended.
- d. To renew the connection, late fee fine will be levied at the rate of Rs. 500.00 per month (in case of both connections).
- e. Each customer or DHAB emp living with family will pay **Rs 400/-** per month on acct of cable TV charges.

5. **Misc Instrs**

- a. All complaints will be conveyed dir to the rep of "M/S City Cable Network" at cell no **0300-6885701 (Mr.Farooq)**.
- b. All complaints will be resolved by "M/S City Cable Network" within 2-3 hrs.
- c. In case complaint is not resolved within 24 hrs, rep of ICT br will be contacted at cell no **0300-4024442 (Mr.Ahsan Rasheed)**.
- d. For un-interrupted provn of svcs and to ensure compliance of this SOP, constant monitoring and spot checks will be conducted by the rep ex ICT Br.
- e. No eqpt/accessories will be upsticked except his Router (in case of DHAB family / customers).

PACKAGE – INTERNET SVCS

S/No	Package Name	MBs	Rate
1.	Sky	1 MB	1200/-
2.	Blue	2 MB	1700/-
3.	Yellow	3 MB	1900/-
4.	Orange	4 MB	2050/-
5.	Red	5 MB	2500/-
6.	Brown	10 MB	4000/-
7.	Purple	20 MB	6500/-
8.	Green	30 MB	9000/-