

. PROCEDURE & BENCHMARK FOR REDRESSAL OF COMPLAINTS

1. Customer Care / Complaint Centre:

If the Subscriber has any grievance that he/she wishes KCCL to redress, he/she may contact the Complaint Centre/Customer Care Centre, with the details of the grievance, through any of the following modes:

- (a) Website : [ww.KCCL.TV](http://www.KCCL.TV)
- (b) E-mail : magiksoft@kccl.tv
- (c) Contact no. : 18004195755 /+91-4802755 755
- (d) Post/Courier/Walk-in : any branch office or the correspondence address, during normal business hours

Each complaint will be attended within a prescribed timeframe as per TRAI Regulations. Following is the contact details and complaint redressal timeline (as provided under TRAI regulations) for our Complaint Centers, according to the type of complaint:

Complaint Type	Contact Details	Timeline for redressal of complaint
All complaints	(a) Website: www.KCCL.tv (b) E-mail: magiksoft@kccl.tv (c) Contact no.: 18004195755 /+91-4802755 755	Within 48 hours
“No signal” error	(a) Website: www.KCCL.tv (b) E-mail: magiksoft@kccl.tv (c) Contact no.: 18004195755 /+91-4802755 755	Within 24 hours, and in any case within 3 days
Billing related	(a) Website: www.KCCL.tv (b) E-mail: magiksoft@kccl.tv (c) Contact no.: 18004195755 /+91-4802755 755	Within 48 hours, and in any case within 7 days; In case of refund- within 30 days of receipt of complaint
Malfunctioning of STB	(a) Website: www.KCCL.tv (b) E-mail: magiksoft@kccl.tv (c) Contact no.: 18004195755 /+91-4802755 755	Repair Within 24 hours or replace without any extra charge with a new STB (if covered within Warranty or acquired on hire purchase scheme or rental basis)

**In case KCCL is not able to attend the complaint within the above mentioned timeframe, for any reason beyond our control, the subscriber shall be communicated with such reasons at the time of responding to the complaint.*

