

FAQs for 2nd DishTV Connection

Q) What is 2nd DishTV connection?

A) If you have multiple TVs at home, then you can get your 2nd, 3rd & 4th DishTV connection at a discounted monthly subscription of Rs.225 for Standard Definition packs and at Rs.250 for High Definition packs and enjoy the same base pack as your 1st Connection.

Q) What are the benefits of 2nd DishTV connection?

A) Following are the benefits of 2nd DishTV connection:-

- One common dish for multiple TV connections
- Same pack as the 1st connection. All the connections should have the same pack
- Choose any pack from New Super Family onwards
- Discounted monthly subscription for the 2nd, 3rd, 4th connection
- More choice-select any existing entry offer for your Multi TV connections

ELIGIBILITY CRITERIA

The multi / child connection can be availed if the base pack of your parent connection is New Super Family or upwards. You can avail a maximum of 3 connections (and 1 parent connection) in the same house.

Q) Can I upgrade or downgrade my package during the offer period?

A) You can upgrade the pack, but downgrade will not be allowed. Recharge date will be adjusted accordingly, for both the connections.

Q) If I am a deactivated subscriber, can I take a 2nd DishTV connection?

A) If you are a de-active subscriber, you will have to first activate the connection & then you can take the 2nd, 3rd & 4th connection.

Q) Can I take Add-on Pack(s) with my 2nd DishTV connection?

A) Yes, you can take any Add-on Pack(s) with your 2nd DishTV connection, but Add-on Pack(s) will be on Opt-In basis only. You will have to specify the connection for which you are taking the Add-on Pack(s). I.e. if you take Add-on Pack(s) for main connection, Add-on Pack(s) will be issued only for main Connection. No discount will be available for Add-on Pack(s) on your 2nd DishTV Connection.

Q) If I re-locate, how will my 2nd DishTV connection get transferred to the new address and what will be the procedure involved?

A) When you re-locate, you need to follow the following steps:-

- Call the customer care and inform about the address change.
- You need to inform the customer care executive, if you wish to continue with your 2nd DishTV connection, or want to convert this into individual connection.