

FAQs for Multi/Child Connection

Q) What is Multi/ Child connection?

A) If you have multiple TVs at home, than you can get your 2nd, 3rd & 4th dishtv connection (called Multi/Child Connection) at a discounted monthly subscription of Rs.160* and enjoy the same base pack as your 1st Connection (called parent connection)

*Available in select cities (for the list please click here)

For Other cities discounted monthly subscription for Child connection is Rs.230

Q) What are the benefits of Multi/ Child connection?

A) Following are the benefits of Multi/ Child connection:-

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

ELIGIBILITY CRITERIA

- Multi/ Child connection can be availed if the base pack of your parent connection is Super Gold or upwards (available in select cities)
- For rest of India base pack of the parent connection should be Super Platinum Pack
- You can avail a maximum of 3 Child connections (and 1 parent connection) in the same house.

Q) What are the offers for Multi/ Child connection?

A) You can choose from any of the existing entry offers to avail a Multi/ Child Connection.

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 (Parent and Child connection)

Q) If I am a deactivated subscriber, can I take a multi/ child connection?

A) If you are a de-active subscriber, you will have to first activate the connection & then you can take the Multi/Child connection.

Q) Can I take A-la-carte packs with my multi/child connection?

A) Yes you can take any a-la-carte pack with your multi/child connection, but

- A-La-Carte packs will be on Opt-In basis only.
- You will have to specify the connection for which you are taking the A-La-Carte pack. I.e. if you take A-La-Carte for Parent connection, A-la-carte will be issued only for Parent Connection.
- No discount will be available for A-La-Carte pack on your multi/Child Connection.
-

Q) If I re-locate, how will my multi/child connection get transferred to 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 multi/ child connection, or want to convert this into individual connection.

If you are moving from TOP City to a Non-TOP City then:-

- Your parent connection will become Super Platinum and Rs. 230 will be applicable on multi/child Connection. (Non – Top City Multi/ Child policies will be applicable)

If you move from Non-TOP City to a TOP City then:-

- You need to contact our customer care or dealer to enquire about our Service Franchise (SF)
- Our Service Franchise (SF) will 1st verify your connection and will do the installation.
- Only after verification SF, Top City charges on your base pack will be applicable.