



Procedure for Cable Television Service Switch-Over

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**Bhutan InfoComm and Media Authority
Royal Government of Bhutan
Thimphu, Bhutan**

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1. Preliminary

1.1 Legal basis

In accordance with Section 51(5) (11) of the Information, Communications and Media Act of Bhutan 2018 (“the Act”), the Bhutan InfoComm and Media Authority (“the Authority”) hereby issues this Procedure for Cable Television Service Switch-over.

1.2 Title and Commencement

This Procedure shall be called as the Procedure for Cable Television Service Switch-over and shall come into force on the 08th of June, 2018, corresponding to the 24th day of the fourth month of the Bhutanese Earth Male Dog Year.

1.3 Scope of Application

This Procedure shall be applicable to those cable television operators operating in a designated area of operation with more than one operator. This Procedure shall facilitate to promote the consumers’ right for the choice of service they avail.

1.4 Amendment

Amendment to this Procedure shall be made according to the change in technologies, national priorities, policies and industry trends.

1.5 Definitions

Unless the context otherwise requires, the following words and terms used in this Standard shall have the following meanings assigned to them:

Consumer means cable television subscriber who have subscribed for service with a particular cable operator.

Incumbent Operator means the current cable operator who is providing cable television services to the subscriber.

Recipient operator means the cable operator to whom the subscriber wants to switch over from his/her current operator.

Switch- Over means change in service from one operator to another.

2 Procedure to be followed by the recipient Cable operator

2.1 When the request for change in switch over is received from the consumer, the recipient operator shall:

- a) Confirm with the incumbent operator from whom the consumer plans to switch over and seek information for any infrastructural investment made or any dues payable by the consumer to the Incumbent operator in the format (Annexure A) prescribed by the Authority.
- b) Ensure that the consumer is provided with the service only on provision of clearance from the incumbent operator.
- c) Provide its services within two days on completion of all formalities.
- d) Maintain a record of customers who have switched over to its network or other networks. This record shall be submitted annually as well as when demanded by the Authority.

2.2 The recipient operator shall not accept any request for switch over outside its area of operation indicated in the license.

3 Procedure to be followed by the Incumbent Cable Operator

Once a request is received from the recipient operator, the incumbent operator shall:

- a) Verify and accordingly provide information on outstanding dues if any or clearance within two days from the receipt of the request.
- b) Facilitate the process of switch over without causing any hindrance and inconvenience to the consumer as well as the recipient operator.

4 Sharing of Infrastructure

For sharing of infrastructure, all parties concerned shall adhere to the Rules on Infrastructure sharing.

5 Contravention of this Procedure

Any party failing to abide with this Procedure shall be dealt as per the provision of the Information, Communications and Media Act of Bhutan 2018 and any other Rules, Regulations and Directives issued by the Authority.

Annexure A: Format for seeking information

TO:		<i>Insert the Name of the Incumbent Operator</i>			
FROM:		<i>Insert the Name of the Recipient Operator</i>			
Date of request:					
Details on information sought (to be filled by the recipient operator)					
Details of the consumer					
1.1	Name of the consumer:				
1.2	CID No:				
1.2	Location				
1.3	Name of the building/ House/ Owner				
1.4	Flat no:				
1.5	Contact number				
Details on outstanding dues for the above consumer (to be filled by the Incumbent operator)					
2	Outstanding dues	Yes	No	Amount	Remarks
2.1	Rental				
2.2	Use of internal fibre/wire				
2.3	Use of other accessories (details)				
	TOTAL				
General remarks (if any):					

Signature of the recipient operator

Date: