



འབྲུག་བཅད་དོན་བརྒྱན་འབྲེལ་དང་བཅད་བརྒྱན་དབང་འཛིན།
དཔལ་ལྷན་འབྲུག་གཞུང་།

BHUTAN INFOCOMM AND MEDIA AUTHORITY
ROYAL GOVERNMENT OF BHUTAN



BICMA-MCD/CATV/2022/394

18th August, 2022

PUBLIC NOTIFICATION

This is to notify the general public that the migration of Cable Television to a full digital system is under implementation across the country. Despite several reminders to all the Local Cable Operators and Multi Service Operators to digitise the Cable Television networks, there are cases where customers are not being cooperative with the LCOs by not installing the Set Top Boxes (STBs) and LCOs not registering their entire subscribers with the MSO.

The digitization of the Cable Television was initiated with the intention to enhance the services through providing at least HD channels and also to establish transparency in the system in terms of managing the subscribers and provide digital payment gateways for the monthly fees. In order to materialise the digitization roadmap which aims for 100% digitization of the entire CATV network in the country, the technical team shall soon conduct field visits and carryout technical inspection in the head-end control room of the two MSOs and LCOs. During the field inspection, disruption of signal might occur across the country due to scrambling and unscrambling of the channels.

The Authority would like to request all the customers to kindly bear with the inconvenience caused. In the event of blackout due to non-digitization of the network, the Authority shall not be responsible as all the LCOs are well informed about the consequences if their customers are not connected with set top boxes or their entire customers are not registered with their respective MSO.

Please note that digitisation of the CATV is long overdue and the Authority cannot grant any time extension for whatever reason. The Authority shall be obliged to take strict regulatory actions as per the relevant provision of ICM Act 2018 and Rules and Regulations in the event if the notification is not followed.

Customers are requested to kindly contact your respective LCOs for any inquiries and support.

(Jigme Wangdi)

Director