



BSNL CHENNAI TELEPHONES

Premium packs to BiTV users offered by M/s Hindustan Media Ventures Limited (HMVL) under GSM prepaid mobile services.

It is hereby conveyed that Premium packs to BiTV users offered by M/s Hindustan Media Ventures Limited (HMVL) are available with effect from 14.08.2025 under GSM Prepaid Mobile Services in Chennai Telephones including TN Circle as detailed below:

Premium Packs to BiTV Users:

Plan Name	No. of OTTs	OTT Composition	MRP Incl. GST
National Power Pack	17 + 9 Complementary OTTs	1. SonyLiv, 2. ShemarooMe, 3. LIONSGATE PLAY, 4. Sun NXT, 5. Dollywood Play, 6. ETV Win, 7. Aha, 8. Aha Tamil, 9. Dangal Play, 10. CHAUPAL, 11. ShortsTV, 12. Chaupal Bhojpuri, 13. VROTT, 14. Premiumflix, 15. Nammaflix, 16. Gurjari, 17. Fridaay	151
North/East/West Lite Pack	7 + 9 Complementary OTTs	1. ShemarooMe, 2. LIONSGATE PLAY, 3. Dangal Play, 4. VROTT, 5. Premiumflix, 6. Gurjari, 7. Fridaay	29
South Lite	7 + 9 Complementary OTTs	1. LIONSGATE PLAY, 2. ETV Win, 3. VROTT, 4. Premiumflix, 5. Nammaflix, 6. Gurjari, 7. Fridaay	28

- Recharge of the above packs will not affect the validity of existing mobile recharges.
- Only applicable for active BSNL mobile subscribers.

Encl: Annexure regarding SOP for BiTV Free & Premium Activation Process

SOP: BiTV Free & Premium Activation Process**1. Overview:**

This Standard Operating Procedure (SOP) outlines the process for activation and management of BiTV services, both Free and Premium, for BSNL users. It includes the activation flow, and guidelines for customer support and dispute resolution.

2. BiTV Free Pack Activation:

Free BiTV services are available to all BSNL users without any charge. Users must validate their BSNL status before activation.

Activation Flow:

1. User receives promotional SMS and opens FMS Portal or BSNL Self-Care App.
2. User enters their mobile number and state.
3. User selects the Complimentary (Free) Pack option.
4. User validates BSNL status via OTP.
5. Upon successful validation, Free Pack is activated.

3. BiTV Premium Pack Activation:

Premium packs are paid offerings available via multiple touchpoints and will be activated only after successful payment.

Activation Flow:

1. User accesses BSNL Self-Care App, or payment apps like GPay or PhonePe.
2. User selects from the available packs under BSNL Recharge Section "BiTV".
3. Two-step confirmation: OTP validation and a pre-payment confirmation screen.
4. Payment is made to BSNL by the user.
5. OTTplay activates the selected premium pack.

4. Customer Support and Refunds:

- Auto-renewal will be opt-in only.
- Refunds will be applicable in case of a service or playback issue occurs.
- Users can reach out to OTTplay support at support@ottplay.com or 080-62012555.