

DO'S AND DONT'S BY AN MSO DURING THE COMPREHENSIVE AUDIT CAUSED BY A PAY CHANNEL BROADCASTER

Broadcasters can cause audit of an MSO's headend under Regulation 15 (2) of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017. It is categorically mentioned in the regulation that any audit under the regulation can be carried out by an TRAI empanelled auditor only.

However, the MSO should keep in mind following Do's and Dont's before, during and post the commencement of audit:

Do's

- Always communicate with the Auditor through email, request him to ask for the documents/information through email only alongwith the specific section under which that information/document is required.
- Provide your own laptop to the auditor and do not allow him to use any email account or file sharing app in the laptop.
- Write an email to the auditor and tell him that in case any physical verification of any STB is required then ensure your (MSO) presence during the said verification process.
- In case the broadcaster has provided any video recording to the auditor then request (through email) the auditor to provide those videos before initiating the verification process.
- After the completion of audit, request the auditor (through email) to supply any anomalies/discrepancies/negative observations found during the audit before the finalisation of audit so that the response of the MSO shall come in the audit report.
- Always keep CCTV recording of the control room and communicate *in and out* time of the auditor alongwith the date to the auditor on email.

Dont's

- Never allow the auditor to use his own laptop during the audit.
- Never ignore the email written by the auditor and never leave them unanswered.
- Never allow the auditor to physically verify the videos on ground in your (MSO) absence.
- Do not keep unnecessary equipments/servers/ systems in the control room.

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