FAQs of RealVU

FAQs (Cont…..)

➢ **What is our product name?**

Ans. RealVU

➢ **What will the monthly subscription fee?**

Ans. Tk. 300

➢ **What will be the price of RealVU CPE?(STB and dish antenna)**

Ans. We will share the detail price information once we get the price.

➢ **How many channels we do provide initially?**

Ans. We are initially providing 105 channels among them 5 channels are HD. (Not for communication till confirmed)

➢ **How many gateway a Real VU subscriber will have for payment and what are those?**

Ans. 1. Scratch Card   2. Mobile payment   3. Internet Payment   4. Terminal based E top-up

➢ **What will be our channel list initially?**

Ans. Available channel list will be shared/used internally till further notice.

FAQs (Cont……)

➢ **What are the areas we will cover initially for Real VU?**

Ans. Dhaka, Chittagong, Sylhet.

➢ **When we will cover the entire country?**

Ans. We will cover entire country under our coverage soon.

➢ **What would be the process for taking our distributorship?**

Ans. We will collect detail contact information(E-mail ID, Mobile Number, Address) from customer and will share these to concern department.

➢ **Is there any warranty service available for STB & dish antenna for subscriber? If yes then, what are those?**

Ans. Yes, we will provide (1st year repair, replace and maintenance, 2nd year only maintenance) warranty to the customer.

➢ **From where subscriber will get After Sales Service.?**

Ans. We will share (50) service point currently.

➢ **How many packages are we offering initially?**

Ans. We are offering currently 1 package.

FAQs

➢ **What will be the required documents to purchase Real VU CPE?**

Ans. Customer needs to visit our sales point and fill-up the required (SAF) form.

➢ **From where subscriber can purchase our CPE?**

Ans. Customer can purchase our CPE (Customer Premise Equipment) from our authorized dealer/trade partner.

➢ **Is there any other installation charges to avail the service?**

Ans. Our CPE (Customer Premise Equipment) installation charges are applicable as per negotiation between customer and installer.