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**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GY/T 204-2004

**Specification of customer service for CATV
(English Translation)**

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Foreword

In order to ensure the high-quality and reliable transmission of radio and television programs, improve the service quality of cable television broadcast network operators, and further maintain the legal rights and interests of the majority of users have formulated this standard.

In the formulation of this standard, the current status of cable television broadcasting networks at all levels in the country has been fully considered, and the operation of cable television broadcasting networks has been summarized.

The organization's user service experience and reference to relevant domestic and foreign materials.

The user service standards for the extended services and value-added services provided by cable television network operators are separately formulated.

Appendix A to this standard is an informative appendix.

This standard is under the jurisdiction of the National Radio and Television Standardization Technical Committee.

This standard was drafted. Radio and Television Planning Institute of the State Administration of Radio, Film and Television, Guangdong Radio, Film and Television Bureau, Wuxi Radio and Television TV Bureau, Beijing Gehua Cable Network Co., Ltd., Dongfang Cable Network Co., Ltd.

1 Scope

This standard specifies the general service quality requirements that cable TV broadcast network operators should provide to provide cable TV user services.

This standard applies to the entire process of cable TV network operators to provide cable TV user services.

2 Normative references

The clauses in the following documents have become the clauses of this standard after being referenced. For dated references, all subsequent Neither amendments (excluding errata) or revised versions are applicable to this standard, however, parties who have reached an agreement under this standard are encouraged to study is the latest version of these files available? For undated references, the latest version applies to this standard.

GB/T 7401-1987 Color TV image quality subjective evaluation method GB/T 16463-1996 Subjective evaluation methods and technical requirements for sound quality of broadcasting programs GY/T 106 Cable TV Broadcasting System Technical Specification

3 Terms and definitions

The following terms and definitions apply to this standard.

Customer service

The cable TV broadcast network operation organization finds out the user's needs and meets the user's needs in a comprehensive operation process.

CATV broadcast network Television broadcasting using radio frequency cables, optical cables, microwaves, data cables, and combinations thereof to transmit, distribute and exchange image, sound and data signals Broadcast network.

Operator of CATV broadcast network Acquired cable TV business operation qualifications in the People's Republic of China, providing users with images and sound through cable TV broadcast and data signal service operators.

Customer service department Responsible for business consulting, business acceptance, charging, installation, maintenance, and complaint acceptance in cable television network operating agencies Service departments, including business premises, call centers and installation and maintenance outlets.

Customer service representation those who are engaged in business consulting, business acceptance, charging, installation, maintenance, and complaint acceptance in cable television network operating agencies Operations and management staff.

Major malfunction

In the cable television broadcast network, the front-end equipment room stopped broadcasting for more than 5 minutes or the fiber optic trunk link stopped transmitting for more than 30 minutes.

General malfunction

Failures other than major failures in cable television broadcast networks.

Service pre-accept

After the user of the cable television broadcast network submits a business application intention, they verify the network resources and confirm whether they have accepted the service.

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4 General

4.1

The cable television broadcast network operating agency shall abide by the relevant policies and regulations of the state and the competent radio and television authorities, and focus on users.

Continuously improve service quality.

4.2

Cable TV broadcast network operators shall provide users with cable TV broadcast information that meets the relevant technical standards of the broadcast TV industry.

number.

4.3

The cable television broadcast network operating agency shall reasonably set up service outlets according to the network scale and user distribution.

4.4

Cable TV broadcast network operators should announce to users the basic procedures for service acceptance and user service "windows", including services Project, service scope, service time limit, service phone, service code and tariff standard, etc.

4.5

When the user handles the business, the cable TV broadcast network operating agency shall sign a service agreement with the user to clarify the rights and obligations of both parties.

4.6

CATV network operators should establish communication channels with users, listen to their opinions and suggestions, and consciously improve service workers.

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4.7

CATV network operators shall keep user information confidential and may not use it for other purposes without the user's consent.

except).

5 "Window" Department Service Requirements

5.1 Place of business

5.1.1

The cable television broadcasting network operating agency shall set up a business place according to the population density and population composition of the area it serves. each the business use area of each business place shall not be less than 15 square meters, and the average business use area per 10,000 users shall not be less than 10 square meters.

5.1.2

The business place should be located in a convenient location and a convenient place for users to access, and it should be suitable for the disabled and the disabled People provide convenient services.

5.1.3

The business place shall announce the service items, service scope, service telephone and tariff standards in an obvious position.

5.1.4

Business places with a large number of service items and service seats should be set up on duty desks or business guidance desks to provide users with business consulting services.

5.1.5

The business place shall be provided with a "comment box" or "comment book" to announce the telephone number of the supervisor or complaint.

5.1.6

The business place shall be kept clean and tidy, comfortable and safe, and the business hours shall be marked in a prominent place.