

## **PROCEDURE FOR OBTAINING A NEW SERVICE CONNECTION AND TIMELINES**

To avail DDC cable services, the Subscriber may:

- Log in to our website [www.ddccatv.com](http://www.ddccatv.com) and go to Customer's Corner to select the desired services and set top box (HD or SD) or
  - Contact the DDCCATV Office or your Local Cable Operator or
  - Call on our centralized helpline no. 1800-110-800 (Toll Free)
- a. Once DDCCATV receives a request from a Subscriber for availing a new service connection through any of the above mentioned mediums, a DDCCATV representative shall visit the customer's premises for further process, within 2 days of receipt of such request.
- b. In case it is not technically or operationally feasible for DDCCATV to provide the Subscriber with the connection, the Subscriber shall be informed the same along with the reasons, within seven (7) days of the receipt of duly filled Customer Application Form by DDCCATV.