

## Procedure For Obtaining New Service

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

To avail PANMETRO cable services, the Subscriber may:

- Log in to our website [www.panmetroconvergence.com](http://www.panmetroconvergence.com) and go to Consumer's Corner to check the desired services and set top box (HD or SD) or
- Contact the PANMETRO Office nearest to you or your Local Cable Operator or
- Call on our centralized help line no. 1800-212-2041 (Toll Free)

- a. Once PANMETRO receives a request from a Subscriber for availing a new service connection through any of the above mentioned mediums, a PANMETRO 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 PANMETRO to provide the Subscriber with the connection, the Subscriber shall be informed of the same along with the reasons, within seven (7) days of the receipt of duly filled Customer Application Form by PANMETRO.