

PROCEDURE FOR OBTAINING A NEW SERVICE CONNECTION AND TIMELINES

To avail GTPL cable services, the Subscriber may:

- Log in to our website www.gtpl.com and go to Customer's Corner to select the desired services and set top box (HD or SD) or
 - Contact the GTPL Office nearest to you or your Local Cable Operator or
 - Download the Mobile App "My GTPL" and request for a New Connection or
 - Call on our centralized helpline no. 1800-419-0419 (Toll Free)
- a. Once GTPL receives a request from a Subscriber for availing a new service connection through any of the above mentioned mediums, a GTPL 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 GTPL 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 GTPL.