

## PROCEDURE FOR OBTAINING A NEW SERVICE CONNECTION AND TIMELINES

To avail GTPL cable services, the Subscriber may:

- ☐ Log in to our website [www.bwcb.in](http://www.bwcb.in) and go to Consumer's Corner to check the desired services and set top box (HD or SD) or
- ☐ Contact the WBCB Office nearest to you or your Local Cable Operator or
- ☐ Call on our centralized help line no. 1800-212-6900 (Toll Free)

a. Once WBCB receives a request from a Subscriber for availing a new service connection through any of the above mentioned mediums, a WBCB 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 WBCB 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 WBCB.

b) Rental scheme

Set Top Box Scheme for Standard Definition STB

Sr. No.	STB Plans Rental Scheme (for three years)	Security Deposit (Refundable after 3 years) (in Rs.)	Amount payable per month (in Rs.)
1	Rental Scheme-I	400.00	55.00

\*Above rates are exclusive of taxes per STB

Set Top Box Scheme for High Definition STB STB Plans Rental Scheme (for three years)

Sr. No.		Security Deposit (Refundable after 3 years) (in Rs.)	Amount payable per month( in Rs.)
1	Rental Scheme-I	400.00	75.00

\*Above rates are exclusive of taxes per STB

STB rented under this scheme shall be serviced in accordance with the relevant provisions as prescribed in applicable regulations issued by TRAI from time to time. It is to be noted that the ownership of the STB offered by WBCB under the rental scheme shall remain, at all times, with WBCB or its linked local cable operator, as the case maybe. After the expiry of three years from the date of installation and activation of STB, the interest free security deposit as mentioned above shall be refundable to the Subscriber without any deductions. Additionally, the full security deposit without any deduction shall be refunded to the Subscriber, if the STB is returned in good working condition, within a period of 3 years.

**Warranty:** The STB purchased under this scheme has a warranty of 12months, which is applicable from the date of purchase of the STB. No repair and maintenance charges shall be payable by the subscriber during the warranty period, provided STB has been used in normal working conditions and is not tampered with. During the warranty period the STB will be repaired or replaced within 24 hours of receipt of the subscriber. After the warranty period expires, the Company shall offer the subscriber an Annual Maintenance Contract ("AMC") on an optional basis for Rs.350/-excluding applicable taxes per annum. In case the subscriber chooses to not avail the said offer, the Company reserves the right to charge the subscriber for the repairs as per the rates to be announced by the Company from time to time.

**Rental:** The Rental under this scheme is to be paid for a period of 3years. The Monthly rental to be paid is exclusive of Taxes. After three years of rental payment, norent is payable by the subscriber. The STB sall become the property of the subscriber except the smart card/viewing card. However, till rental is paid, the

STB remains the property of the company.

**Installation and Activation:** The Company would charge one time installation Fee of Rs.350 (exclusive of taxes) and one time activation fee of Rs.100 (exclusive of taxes) per STB under this scheme. Any extra remote for STB would be given on payment of Rs.150/- (excluding applicable taxes, if any) per remote.

Re location: In case subscriber requests for relocation of his connection from one location to another, it shall be in accordance with Regulation 14 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

Temporary Suspension: In case of temporary suspension of broadcasting services related to television on request from a subscriber, it shall be in accordance with Regulation 12 of The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.