



PROCEDURE FOR OBTAINING A NEW SERVICE CONNECTION & TIMELINES

To avail ASCSC cable services, the Subscriber may:

- Log in to our website www.aurangabadsatellite.com and go to “Digital TV” to check the desired services and set top box (HD or SD) or
- Contact the ASCSC Office nearest to you or your Local Cable Operator or
- Call on our Toll-Free helpline no-1800-345-3272

A. Once ASCSC receives a request from a Subscriber for availing a new service connection through any of the above mentioned medium, an ASCSC representative shall visit the customer's premises for further process, within 24 Hours of receipt of such request.

B. In case it is not technically or operationally feasible for ASCSC to provide the Subscriber with the connection, the Subscriber shall be informed of the same along with the reasons, within 2 days of the receipt of duly filled Customer Application Form by ASCSC.

