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If you live in a non-CAS area and are unhappy with your cable operator, help is at hand. Starting Wednesday, all cable operators will have to adhere to new rules laid down by the Telecom Regulatory Authority of India (Trai), such as:

- Operators will have to give you a connection within a week of your formal request.
- They have to give you a notice of 15 days before disconnecting.
- They have to give you a bill for charges due every month.
- All operators must have power back-up of at least 6 hours. **STAFF WRITER**

