**INSTRUCTIONS FOR FILLING THE FORM FOR LAND LINE CONNECTION**

1. In case of sale proprietor concern, proprietor may sign himself and affix rubber stamp. In case of partnership concern, all partners or any one of the partners duly authorised person or the power of attorney may sign and attach a copy of power of attorney and partnership deed. In case of Company, signature should be of a person on behalf of the company in accordance with the provision of its Articles of Association and a copy of Articles of Association may be attached. In case of Government Departments, authorised person may sign and affix rubber stamp.

2. **Category Code:**
   - A. N-OYT-General
   - B. N-OYT-Spl
   - C. N-OYT-SS
   - D. N-OYT-SWS
   - E. N-OYT+G.S.E/DOT

3. **Cocessional Code:**
   - A. Freedom Fighter/SWS
   - B. Gallantry Award Winner/awardees of President’s police Medal for Gallantry
   - C. Retired–BSNL
   - D. Retired–DOT
   - E. Retired–SS
   - F. Retired–G.S.E/DOT

4. Documents required to be submitted as proof of Identity/Address
   - **A. (Proof of photo identity for individual customer)** (all identity proof to have photo of applicant), the customer shall submit any one of the following:
     - (i) passport, Arms Licence, Driving License, Election Commission ID Card, Ration Card with photo (for the person whose photo is affixed), CGHS/ECHS card, Certificate of Address having photo issued by MP/MLA/Group A Gazetted Officer in letter head, Certificate of address having photo from Govt. recognised educational institutions (for student), Certificate of photo identity issued by head of Village Panchyat or its equivalent authority for rural areas, Income Tax PAN card, Photo Credit card, Address Card with photo issued by Deptt. of Posts GOI, Smart card issued by CSD/Defence/Paramilitary, Current passbook( with photo) of Post Office / scheduled bank, Photo Identity Card (of Central Govt/PSU or State Govt/PSU only)
   - (ii) Public Limited Company applying for telephone connection may enclose certificate of incorporation alongwith any proof of Identity as above of the authorised officer of company
   - (iii) in case of Foreign Mission in India and other Foreign Agencies, the name & designation of the co-ordinating officer to be consulted in case of need

5. **For Office Use Only**
   - **Certify that the identity, bonafide and address of the applicant has been verified by me/my representative.**
   - **Name of dealer/point of sale**
   - **Advice Note/Work order**
   - **STD Code**
   - **Indicator No.**
   - **DD**
   - **MM**
   - **YYYY**
   - **Date of receipt of Form**
   - **Telephone Number provided**

**Signature of Official with Designation & official seal**
Customer means a person/company/firm/or any other association of persons who has subscribed for services under this agreement. This agreement binds the customer and whenever & wherever applicable, his heirs, executors, administrators, successors and permitted assigns.

Services means the services, which enables the customer when using the telephone equipment to have two-way communication over the network and includes other value added/supplementary Services offered by BSNL and specifically, opted by the customer.

Tariff means and includes the agreed Tariff schedule and all rate and related conditions such as deposits, installation fee, usage charges and any other related fees and service charges for the items and on the charges as per the Tariff schedule as notified and published by BSNL from time to time for providing the services and value Added/supplementary services.

1. GENERAL

1.1 The customer shall ensure that she/he will duly fill and sign the prescribed form for New Land Line Telephone Connection and all other required forms, besides furnishing other particulars/documents for identification as required by BSNL/Govt. of India from time to time to become eligible for subscribing to the said services rendered by BSNL. In the event of any default, on the part of customer, BSNL shall have right to refuse the connection without any liability and without assigning any reason.

1.2 Subject to the application being found feasible, BSNL will endeavour to provide the telephone service as soon as possible.

1.3 For change/addition/deletion of any features/supplementary services/schemes/plans, customer shall fill up the requisite form and be bound by all the terms thereof. Any change or withdrawal of any supplementary services etc shall not entitle the customer to any refunds or adjustments of any sums due by the customer or to be paid, or to be billed under additional terms.

1.4 The customer shall fully abide & comply the provisions of Indian Telegraph Act, 1885 and the Indian Telegraph Rules, 1951 and rules made there under and as amendments or replacements made thereto from time to time.

1.5 Where two or more persons constitute the Customer, their liability shall be joint and several.

1.6 Any notice required to be given by the Customer to BSNL shall be given in writing to the BSNL at the designated address.

2. PROVISION OF SERVICES

2.1 The administration, management and control of the service provided by BSNL shall be the sole property of BSNL and it shall be BSNL's sole discretion on such additional charges which may be decided by BSNL from time to time.

2.2 The billing cycle shall normally run on monthly basis or such other frequency as may be decided by BSNL from time to time.

2.3 All charges and other sums due to the customer shall be paid by prescribed due date failing which surcharge as deemed appropriate may be charged by BSNL. All charges must be paid in full without any deduction, set-off, withholding. All payments must be made in favour of AO (Cash), BSNL in concerned area.

2.4 BSNL shall be at liberty to provide the services under any brand name.

2.5 The Customer agrees to pay to BSNL the subscription charges, call charges, opted value added services and any other charges payable for the services as published and notified by BSNL from time to time.

2.6 The Customer represents that he has been fully informed & have fully understand about the Land Line Telephone Services provided by BSNL, its specifications, requirements, limitations, tariff etc. and has only thereafter signed the agreement.

2.7 Customer shall not use the service provided by BSNL for any unlawful or illegal purposes of immoral, improper or abusive purpose.

2.8 BSNL reserves the right to terminate the service to any customer in case there is sufficient evidence of the customer intentionally or unintentionally using the service in the manner which is not in accordance with the terms and conditions of any agreement/applied for services.

2.9 BSNL reserves the right to terminate the service to any customer in case there is sufficient evidence of the customer intentionally or unintentionally using the service in the manner which is not in accordance with the terms and conditions of any agreement/applied for services.

2.10 Customer agrees to pay to BSNL the subscription charges, call charges, opted value added services and any other charges payable for the services as published and notified by BSNL from time to time.

3. RIGHT TO TERMINATE SERVICE:

3.1 If at any stage information furnished by the applicant in the application form is found false, telephone service is liable to be disconnected immediately.

3.2 BSNL reserves the right to terminate the service in the event of non-payment of bills issued by BSNL in accordance with the tariff plans opted by the customer and the extent of usage or any default on the part of customer. A prior notice with reasonable time will be provided to customer before terminating his/her services.

3.3 The customer shall not use the service provided by BSNL for any unlawful or illegal purposes of immoral, improper or abusive purpose or for sending obscene, indecent, threatening, harassing, unsolicited messages, or messages affecting / infringing national interest nor create any danger or risk to BSNL or its network and / or other matters. BSNL reserves the right to disconnect service, without liability, if, at its sole discretion, it is not satisfied with the service provided.

3.4 BSNL reserves the right to terminate the service to any customer in case there is sufficient evidence of the customer intentionally or unintentionally using the service in the manner which is not in accordance with the terms and conditions of any agreement/applied for services.

4. PRIVACY CLAIMER

4.1 BSNL will exercise all reasonable care in providing the services, but it is not responsible for interruption in service due to power failures, equipment malfunctions or acts of natural calamity or any other reasons beyond its control.

4.2 BSNL shall not be responsible for actions taken by customers or others as a result of usage the services. BSNL will not be responsible for actions taken by customers or others as a result of usage the services.

5. BILLING AND PAYMENT

5.1 The Customer agrees to pay to BSNL the subscription charges, call charges, opted value added services charges, supplementary service charges, BSNL charges for calls made from fixed network to other network, monthly rental, NSD/ISD charges & GST (Goods & Service Tax) charges as applicable w.e.f 01.07.2017 and other charges payable for the services as published and notified by BSNL as per tariff applicable from time to time.

5.2 The rate of deposits, connection charges, fixed monthly charges, call charges and other payable charges are set out in the “Tariff Schedule” as notified by BSNL.

5.3 The Customer agrees to pay his bills by the prescribed date. If the customer fails to pay his bills by the prescribed date, interest at the rate of 10% per annum will be paid for the delay.

5.4 The payment against monthly bills beyond the stipulated date shall entail a charge @ rate/amount as may be decided by BSNL from time to time and the periodical bills shall not entitle the customer to any adjustments for the month of closure of connection, if security deposit is not refunded within stipulated period of sixty days, an interest at the rate of 10% per annum will be paid for the delay.

5.5 BSNL reserves the right to raise interm bills and customer agrees to make such interm payment as and when required by BSNL based on interm charges as applicable by BSNL.

5.6 Bills will be sent to the billing address of the customer as furnished by him/her. For any change of address the billing department should receive notification in writing well in advance to change the address along with proof of new address to accept the change.

5.7 Should a security deposit be paid, BSNL is entitled to retain it and apply it as it decides in full or partial satisfaction of any sums due from the customer. If the customer fails to pay his bills by the prescribed date, the interest at the rate of 10% per annum will be paid for the delay.

5.8 Call clearance time is governed by the rules and regulations as specified by the Regulatory Authorities from time to time and/or specifically specified by BSNL.

5.9 The itemized monthly bills are available on request and are chargeable in nature at such rate as may be decided by BSNL from time to time.

5.10 BSNL is entitled to change, vary, add and withdraw any services / supplementary services/ schemes/ plans etc. and/or vary the terms and charges at any time at its techno-commercial viability & technical feasibility after due intimation to customer. The rates/charges may also change as per the directions of TRAI or any statutory authority from time to time.

6. PRIVACY OF COMMUNICATION

6.1 Privacy of communication or contents of information using services is not guaranteed and is subject to Government's regulations and other laws of India.

7. DISPUTE RESOLUTION

7.1 In the event of any dispute, the matter will be referred to the sole Arbitrator appointed by the nominated authority in BSNL and will be governed by the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or enactment there-of or any rules made there-of.

7.2 Customer will have no objection in any such appointment that arbitrator so appointed, is employee of the BSNL.

7.3 This agreement shall be subject to the jurisdiction of appropriate courts according to location of office of Chief General Manager Telecom, BSNL at the area concerned & laws of India.

Date: __________________________
Place: __________________________
Signature of the Customer/Authorized Signatory