

## **BHARAT SANCHAR NIGAM LIMITED**

# (A Government of India Enterprise)

[Customer Agreement Form for New Landline Telephone Connection]

Affix Crossed Self Signed Photograph

2 Purpose Residence   Business   Govt.   PSU   Othern   3 Facilities Required   ISDN/Broadband   (If Yes, then a separate Form may be filled) 5 Tib is by Default   ISD   CL   Hottline   Conferencing   Call Forwarding   Hunting   Others   4 Installation address (where telephone is to be installed) House No.   StreetRoad/Village   Areal_coality/Tehall   5 Billing/Correspondence Address, If different from installation address   6 Billing/Correspondence Address, If different from installation address   8 Billing/Correspondence Address, If different from installation address   8 Billing/Correspondence Address, If different from installation address   9 Name of Nominee, If any   10 Install Payment default:   Annount   Re.   Cash   For Chequa(DiDreedUbBelt Card   10 Installation   Response   Residence	Transgender 6 Date of Birth (DDMMYYYY) Or IT Declaration in Form 6061, as applicable.    Fixed	Name of Commission (Exception of Audienses anciented to the proposal conference of the properties of t		(PLEASE USE CAPITAL LETTERS FOR FILLING UP THIS FORM)
### A Broad Male   Female   Transgender   6 Date of Birth   (DOMMYYYY)  7 ANKURI No.   0 FTD eclaration in Form 60/61, as applicable. 8 Nos of Telephones required  8 Contact Details: Mobile   Flored   E-Mail Id  9 A Proof of Identity enclosed  8 Proof of Identity enclosed  8 Proof of Identity enclosed  9 A Real Cocality (Polisia)	Or IT Declaration in Form 50l61, as applicable.    E-Mail id	Fabrication and Contemps   Female     Transpender   6 Date of Birth   DDMMYYYY	1	Company/Organisation Individual Bulk 2 Nationality
Gender Male Female Transgender 6 Date of Birth (DDMMYYYY)  PANGER No. Or IT Declaration in Form 50/84, as applicable. 8 Nos of Telephones required  Contact Details: Mobile Fixed 6. Hall id  A Proof of Address enclosed (**exe metaloculor no 4) Proof of Address enclosed (**exe metaloculor no 4) Proof of Address enclosed (**exe metaloculor no 4) Purpose Residence Business Govt. PBU Others  Transgender Business Govt. PBU Others   Conferencing Call Forwarding Hunting Others  Sacilles Required ISDNBroadband (If Yes, then a separate Form may be filled) STD is by Ordenit ISD CLL Hottline Conferencing Call Forwarding Hunting Others  Stock By Ordenit ISD CLL Hottline Conferencing Anexa Locality/Tehsil House No. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  State PIN  State PIN  State PIN  State PIN  State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt. Otty/District State PIN  Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt.  Third Payment details: An Amount Ro. Street/RoadVillage Area/Locality/Tehsil Bidgi Appt.  Third Payment details: Amount Road Village Area/Locality/Tehsil Bidgi Appt.  Third Payment details: Amount Road Village Area/Locality/Tehsil Bidgi Appt.  Third Payment details: Amount Road Village Area/Locality/Tehsil Bidgi Appt.  Third Payment details: Amount Road Village Area Road Village Area Road-Locality/Tehsil Bidgi Appt.  Third Payment	Or IT Declaration in Form 50(51, as applicable.    Fixed	Gender Male   Female   Transperedre   6 Date of Birth   (DMMYYYY)    PANCIER No.   OF IT Description in Form 6661, as applicable.   8 Note of Telephones required    A Policy of Market State   Poli	3	Name of Customer/Company/Firm/Organisation
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STO is by Default  Institution address (where telephone is to be installed)  (Enclose Proof of address)  House No.  StreetRoadVillage  Areal.coalityTebsil  Bidgi/Appt.  CityDistrict  State  PIN  StreetRoadVillage  Areal.coalityTebsil  Bidgi/Appt.  CityDistrict  State  PIN  Treephone Instruments  CityDistrict  State  PIN  17 Internal wiring  Y N 18 Tariff Plan Opted  (Pi see tariff plans available)  Name of Nominee, if any  Intial Payment details:  (Towards security deposit, Rs. 500+ where waiting list available), Nil. where on Demand Telephone available)  Name of Nominee, if any  Intial Payment details:  Amount  Re.  Cash  For Cheque/DD/Credit/Debit Card  Cheque/DD/Credit/De	Hottine   Conferencing   Call Forwarding   Hunting   Others	STD is by Default    SSD	2	Purpose Residence Business Govt. PSU Others
Initial Payment details:    Street   Final Payment details:   City District   State   Final   Final Payment details:   Fi	talled) (Enclose Proof of address)  ### Area/Locality/Tehsil  ### Area/Locality/Tehsil  ### Area/Locality/Tehsil  ### Area/Locality/Tehsil  #### Area/Locality/Tehsil  ##### Area/Locality/Tehsil  ##### Area/Locality/Tehsil  ###################################	Installation address (where telephone is to be Installed)    September   CollyDistric   State	3	Facilties Required ISDN/Broadband (If Yes, then a separate Form may be filled)
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Bidg/Appt. CityDistrict State PIN    StreetRoad/Village Area/Locality/Tehall	Installation address IntRoad/Village Area/Locality/Tehsil  State PIN  Area/Locality/Tehsil  State PIN  Area/Locality/Tehsil  To Internal wirring Y N 18 Tariff Plan Opted PI Ise tariff plans available)  Cash For Cheque/DD/Credit/Debit Card To Internal wirring Y N 18 Tariff Plan Opted  Cheque/DD No. Bank Name Branch Details  Formation is wholly true. I have read & understand the instructions and the terms & conditions of BSNL for this service and agree to abide by plan, which I have opted for, which I know, can change from time to time. I also agree that my connection is subject to verification, evaluation account of non payment of bills for any telecom service provider & I am abide by the prevailing Indian Telegraph ActRules  FORMSCTION  Inself and affix nabber stamp, in case of partnership concern, all partners or any one of the partners duly authorised or person with the power of attorney may sign and attach a omegan, 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 enson any sign and affix nabber stamp. In case of partnership concern, all partners or any one of the partners duly authorised or person with the power of attorney may sign and attach a omegan, 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 enson any sign and affix nabber stamp.  The Sk. A. NOTT-SS L. SCEDIOT  Award Winner/Bawardees of President's police Media for Gallarity 3. War Windows-Disabled Soldiers 4. Blind Persons 5. Sr. Citizers 6. Non-residential telephone connection in construction and according to the partnership of the partnership of the partnership and the provision of the partnership of the Skerner of partnership of the partnership and the part	Billing/Correspondence Address, if different from installation address House No. Street/Road/Village Arta(Locality/Tehail Billing/Correspondence Address, if different from installation address House No. Street/Road/Village Arta(Locality/Tehail Billing/Appt. City/District State PIN  Telephone instruments V I O 17 Internal wiring V I I 18 Tariff Plan Opted PIN  Proportion of Committee (Committee Committee		
Billing/Correspondence Address, if diffrent from installation address  House No. Street/Road/Village Area/Locality/Tehsil  Bidg/Appt. City/District State PIN  City/District State PIN  To Internal wiring Y N 18 Tariff Plan Opted (PI see tariff plans available)  Name of Nominee, if any  Initial Payment details: Amount Rs. Cash For Cheque/ID/Credit/Debit Card  (Towards security deposit, Rs. 500/- where waiting list available, NIL where On Demand Telephone available)  I, hereby, declare and undertake that the above information is wholly fune. I have goed 8. understand the instructions and the terms & conditions of BSNL for this service and agree them. I have gone through the details of the tariff plan, which i have opted for, which I know, can change from time to time. I also agree that my connection is subject to verification and acceptance by BSNL. I am not a defaulter on account of non-payment of bills for any telecom service provider & I am abide by the prevailing indian Telegraph ActRules.  Signature of Customer/Authorised Signatory  Signed at Place  Signed on Date  Signed on Date  Seal of Company/Institution(if a abstraction of the patterns oil you subtrosted or penno with the power of attorney may proporty open or all others per advanced to company, signalment evaluate be of a penson on behalf of the company is a coordinace with the provision of Its Archices of Associator and a copy of Archices of association and a company and acceptance in North-Research and the provision of Its Archices of Associator and a copy of Archices of association and a company and acceptance in North-Research and the provision of Its Archices of Association and a copy of Archices of association recognized in North-Research recognization recognized in North-Research and the provision of Its Archices of Association and a copy of Archices of association recognized in North-Research recognization recognized in North-Research and the provision of Its Archices of Association and a copy of Archices of association recognized in North-Resea	Area/Locality/Tehsil  Ity/District  State  PIN  17 Internal wirring  Y N 18 Tarriff Plan Opted  (Pi see tarriff plans available)  For Cheque/DD/Credit/Debit Card  Tilst available, NIL where On Demand Telephone available)  Cheque/DD No.  Bank Name  Branch Details  Formation is wholy true in lave road & understand the instructions and the terms & conditions of BSNL for this service and agree to abide by plan, which i have opted for, which i know, can change from time to time. I also agree that my connection is subject to verification, evaluation account of non payment of bills for any telecom service provider & I am abide by the prevailing Indian Telegraph Actificules.  Torry  Signed at Place  Signed on Date  Seal of Company/Institution(if applicable)  ECONNECTION  Test and affix cables stamp, in case of patnership concern, all pathers or any one of the patners duly authorised or person with the power of attorney may sign and attach a moneon, signalure 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 error may sign and fix nables stamp.  THE SA 1-NOYT-SWS 5. NOYT-G SEDIOT  Available from the stamp of the stamp of the stamp of the partners of agad infirm specifics, Deaf-Dumb-Mute persons/orphages/voluntary organization for tribal welfare & other like fred DOT is. Reving SERUL, and the persons of path stamp in a concern or significant and the provision of its Articles of Association and a copy of Articles of Association may be error may sign and state a moneon significant state of the person whose providers are significant state of the company in accordance with the provision of the provision of its Articles of Association and a copy of Articles of Association may be error may sign and affix rubber stamp.  THE SA 1-NOYT-SWS 5. NOYT-G SEDIOT  Available from the stamp of	Billing/Correspondence Address, if different from installation address House No.  Street/Road/Village  Area/Locality/Tahsis  Billing/Appt.  City/District  State  PIN  Tolephone instruments  Vin 17 Internal wiring  Vin 18 Tariff Plan Opted  (PI see tariff plans available)  Cheque/DD No.  Bank Name  Branch Details  Cheque/DD		
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Certify that the identity, bonafide and address of the applicant has been verifided by me/my representative.	dress of the applicant has been verifided by me/my representative.  Advice Note/Work order  STD Code Indicator number DD MM YYYY	Certify that the identity, bonafide and address of the applicant has been verifided by me/my representative.  Name of dealer/ponit of sale  Checked requisite documents are enclosed  Advice Note/Work order  STD Code Indicator number DD MM YYYY		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: 1. N-OYT-General 2. N-OYT-Sp1 3. N-OYT-SS 4. N-OYT-SW 5. N-OYT-G-SE/DOT  3. Concessional Code: 1. Freedom Fighter/SW 52 (Sallantry Award Winner/awardees of President's police Medal for Gallantry 3. War Widows/Disabled Soldiers 4. Blind Persons 5. Sr. Citizens 6.Non-residential telephone connection in schools. University & Colleges affilited thereto. Politechnices, Non-commercial research or organizations. Non-commercial research organizations. Non-commercial research organizations recoganized by Governmant, 7. Retired DOT, 8. Retired-BSNL,9. Serving-DOT, 10. Serving-BSNL.  4. Documents required to be submitted as proof of Identity/Address: - A [For proof of photo identity for individual customer) (all identity proof to have photo of applicant), the customer shall submit any one of the following: (a) passport, Arms Licence, Driving Licnse, Election Commission ID Card, Ration Card with photo identity for individual customer) (all identity proof to have photo of applicant), the customer shall submit any one of the following: (a) passport, Arms Licence, Driving Licnse, Election Commission ID Card, Ration Card with photo is affixed by CSD/Defence/Paramilitary, Current passbook (with photo) of Post Office / Scheduled bank, Photo Identity Card issued by Dept. of Posts GOI, Smart card issued by CSD/ Defence/Paramilitary, Current passbook (with photo) of Post Office / Scheduled bank, Photo Identity Card (seed of Contral Govt/PSU or State Govt/PSU only) Photo ladentity Card issued by Govt. recognised institutions (for students only) Cast and Domicile certificate with photo issued by the concerned State Govt, Pensioner Card having photo.  (b) Public Limited Company applying for t
Certify that the identity, bonafide and address of the applicant has been verifided by me/my representative.	dress of the applicant has been verifided by me/my representative.  Advice Note/Work order  STD Code Indicator number DD MM YYYY	Certify that the identity, bonafide and address of the applicant has been verifided by me/my representative.  Name of dealer/ponit of sale  Checked requisite documents are enclosed  Advice Note/Work order  STD Code Indicator number DD MM YYYY	I	For Office Use Only
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### TERMS AND CONDITIONS

Applicants/Customers are requested to read the following terms and conditions before signing the application for new telephone services:

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 ,executers,administrators, successors and permitted assigns and benefits BSNL and its successors and 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.

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 under the Tariff schedule as notified and published by BSNL from time to time for providing the services and value Added/supplementary services. **GENERAL** 

- 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 elgible 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. 1.1
- 1.2 Subject to the acceptance of the application and technical feasibility, 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 for the money already paid, or to be billed under additional terms
- 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 1.4 1.5
  - replacements made thereto from time to time.

    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.
- Scope of the services is governed by the Statutory Guidelines issued by the Telecom Regulatory Authority & Govt. of India within the parameters of License Agreement executed with Ministry of Communications, Govt. of India. 1.7
- 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 thereupon signed the agreement 1.8
- In case of permanent disconnection of telephone, number may be allotted to another customer as per the sole direction of BSNL. In that event, the customer shall not have any right or lien on the number. In case of suspension /disconnection etc. reconciliation may be made by BSNL in its sole discretion on such additional 1.9 terms as BSNL may determine.
- 1.1 0 All charges and other sums due to the customer shall be paid by prescribed due date failing which surcharge as deemed appropriate shall 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.
- 1.1 1 BSNL shall be at liberty to provide the services under any brand name.
- 1. 1 2 The information provided by customer/gathered by BSNL, shall become BSNL's property even if application is rejected/refused or connection is disconnected as the case may be and can be used by BSNLin any manner, if deemed fit.
- 1.1 3 BSNL will not be liable for any dealings of the Customer with any party, which is not authorised by BSNL to deal on its behalf.
- 1.1 4 BSNL is not responsible for the Franchisees/Business Associates/Distributors/Channel Partners/Dealers /Retailers with regard to schemes which are not authorised by BSNL or which purported to have been offered on behalf of BSNL without the latter's sanction.

### PROVISION OF SERVICES

2.1 STD is provided by default to all customers/subscribers

BSNL will provide service to the customer depending upon the techno-commercial viability & technical feasibility. The customer agrees that, to maintain or improve service, or for other business reasons, BSNL may at its sole discretion modify or temporarily restrict or suspend all or part of the services after due intimation to customer acknowledges that the services are subject to transmission limitations caused by atmospheric or topographical conditions or equipment failures beyond the reasonable control of BSNL. Services may be temporarily refused, interrupted or curtailed due to government's regulations or orders, system capacity limitation or equipment modification, up gradation, relocation, repair, maintenance and similar activities necessary for the proper operations of the services. RIGHT TO TERMINATE SERVICE:

- **3** 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 without
- 3 2 BSNL reserves the right to terminate the services 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.
- 3.3 The customer shall be the sole responsible for using the service only for Lawful and appropriate purposes.
- 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 damage or risk to BSNL or its network and / or other matters. BSNL reserves the right to disconnect service, without liability, if any, at its sole discretion on any such event. 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 3.5
- service in the manner which would adversely impact BSNL or BSNL's Network.

### DISCLAIMER

- 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.
- 4.3 BSNL will not be liable to the Customer for any loss of business, profit, revenue or goodwill, anticipated savings, use or contracts or for any indirect or Consequential loss how so ever it arises.
- **BILLING AND PAYMENTS**
- The Customer agrees to pay to BSNL the subscription charges, call charges, opted value added service charges, supplementary service charges, BSNL charges for calls made from fixed network to other network, monthly rental, NSD/ISD charges & <u>GST(Goods & Service Tax)</u> 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. 5.1
- 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. BSNL shall have the option to vary the tariff, charges for value added services, supplementary services and any other conditions of services, prospectively and the same shall be binding on the 5.2 customer.
- 5.3 The billing cycle shall normally run on monthly basis or such other frequency as may be decided by BSNL from time to time and the periodic bills shall be issued accordingly. The customer is responsible to pay his bills by the prescribed date. It is incumbent on the customer to enquire his/her balance and settle the same even in case of non-receipt of monthly bill for any reason whatsoever.
- 5.4 BSNL reserves the right to raise interim bills and customer agrees to make such interim payment as and when required by BSNL based on internal credit rating of the customer by BSNI
- 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. 5.5
- Where a security deposit has been 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 to BSNL any time. In case 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. 5.6
- The payment against monthly bills beyond the stipulated date shall entail a charge @ rate/fixed amount as may be decided by BSNL from time to time, over & above the payment from the date it became due. This however is without prejudice to the right of BSNL to suspend the services partially or fully due to non-The call pulse rate be governed by the rules and regulations as specified by the Regulatory Authorities from time to time and/or specifically specified by BSNL. 5.7
- 5.8
- 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 technocommercial 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
- 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 such factors viz
- Communication content/information is subject of Legal or administrative demand orRules or Regulations of Govt. or appropriate authority.
- DISPUTE RESOLUTION
- 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. Customer will have no objection in any such appointment that arbitrator so appointed, is employee of the BSNL. 7.1
- This agreement shall be subject to the jurisdiction of appropriate courts according to location of office of Chief General Manager Telecom, BSNL of the area concerned & laws of India 7.2

Place Date Signature of Cu	ustomer/Authorised Signatory
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