

New ADSL Tariff for Mumbai Unit

One time Registration fee	Rs. 1000/- (non refundable)
Initial deposit for CPE	Rs. 500/- (Non refundable)
Monthly rent for CPE	Rs. 95/-
Shifting charges*	Rs. 300/- (Non refundable)
Safe Custody charges*	Rs. 200/- per month
Charges for additional e-mail Ids with 4MB capacity beyond free e-mail ID.	Rs. 20/-per e-mail Id per month.
Charges to migrate from one plan to other	NIL
Service Tax	As applicable

Plan	Download Speed in Kbps	Hours	Free Data download	Monthly Rental in Rs.	Annual Subscription Option in Rs.	FreeEmail ID
Deluxe	128	Unlimited	100MB	299/-	3,000/-	1 with 4 MB
Deluxe Saver	128	Unlimited	750MB	999/-	10,000/-	2 with 4 MB
Premium	>256*	Unlimited	1.25GB	1999/-	20,000/-	4 with 4 MB each
Premium Saver	>256*	Unlimited	2.50GB	2999/-	30,000/-	4 with 4 MB each

*Last mile speed may be as high as 6MBPS and is guaranteed up to MTNL ISP only.

i)Download Charges:Rs.1.90/- beyond free usage.

ii)Upload Charges: NIL

iii)Charges for each additional Email-Id: Rs.20/-

Note:

1. In Annual subscription option, monthly rental also should be given in advance for the year.
2. Existing telephone line will be used for providing ADSL High Speed Internet service. Shifting and Safe Custody are possible only along with existing telephone line. Shifting of ADSL facility from one telephone line to another is not possible.

TERMS & CONDITIONS AND GENERAL INSTRUCTIONS FOR ADSL

PROVISIONING

1. Please fill all details with CAPITAL LETTERS only, except for E-Mail ID..
2. a) E-MAIL ID should be minimum of 6 characters. It should be unique and a combination of both alphabets and numbers, but not starting with a numeral. It MUST NOT include any special character / symbol either.

b) Out of the two choices, whichever is accepted by the system, will be selected. If both are not accepted, customer will be contacted for yet another choice.
3. For future correspondence, please quote your Telephone Number.
4. All the charges, including the deposits, will be charged in the telephone bill. The telephone bill includes ADSL, internet charges and normal telephone charges along with call charges made by the customer. All taxes will be extra.
5. Migration from one ADSL to other is allowed. It can be availed by requesting on plain paper to QCSC or call center Help Desk No. 1500.
6. Safe custody is allowed along with telephone line only. For safe custody cases, full ADSL rental will be charged in addition to safe custody charges.
7. The customer will ensure proper care of the CPE at his premises.
8. ADSL shift is allowed along with normal line shift only. Shifting charges for telephone & ADSL will be Rs.400/- plus Taxes. Only ADSL shift, without telephone line, shifting is not allowed and it will be treated as closure request at the existing line and new provisioning of ADSL along with new telephone line at the new place.
9. In case of Cheque, initial deposit being bounced, corresponding Telephone Number will be temporarily disconnected and Rs.100/- restoration charges will be applicable as per MTNL policy. ADSL service will also be closed.
10. In case of any anomaly in the Telephone connection and information available in the ADSL subscription form or any billing issue, Area GMs or his authorised Officers are empowered to take decision on case to case basis.
11. For ADSL service problems, the customer can book complaint on XXXX2198, as per normal landline complaint booking.
12. MTNL Mumbai reserves the right to change the tariff and terms and conditions from time to time