



# MAHANAGAR TELEPHONE NIGAM LTD

Jeevan Bharati Bldg – Tower 1, 12th floor, 124, Connaught Circus, New Delhi – 110001

Web Site Address: <http://www.mtnl.net.in>

Stamp  
size  
photograph  
(self signed)

\*1. Type of service required  
Please tick (  )

<b>BASIC SERVICE</b>
LANDLINE
ISDN

<b>Internet</b>
TRIBAND
DIALUP

<b>IPTV</b>
VOIP

<b>GSM</b>
DOLPHIN
TRUMP

<b>Video Conf</b>

<b>GARUDA (CDMA)</b>		
MOBILE	POSTPAID	PREPAID
FWP	POSTPAID	PREPAID

\*2 Type of applicant: \_\_\_\_\_

\*3.Name

TITLE	SURNAME	FIRST	MIDDLE
Mr Mrs Ms Dr			

\*4.Father's/Husband's Name

\*5.Date of Birth(DD/MM/YY) \*6.Sex M / F \*7 Nationality

8.Hobbies 9.Education 10.Marital Status

11.Average income per month(Rs) a) < 10,000 b) 10,000 -20,000 c) 20,000 -30,000 d) 30,000 -50,000 e) > 50,000

\*12.Residential Address/ Installation Address

13. E-mail Id: PIN CODE

14.Billing Address (If different from above) Local Address (For outstation customers) PIN CODE

\*15.A) PAN NO./ GIR NO. ( If PAN No. not available please fill form 60)

16.Existing MTNL Tel No.(if any) Existing Customer A/C No.

17.i) Type of any other service of MTNL or other Operator used by you

ii) Tel No of that service a) b)

\*18.Tariff Plan opted: Service(1) Tariff Code Service(2) Tariff Code Service(3) Tariff Code Service(4) Tariff Code

\*19.Option for Receiving Bill

\*20. Option for Bill payment

\*21.Type & Model No of handset/Telephone instrument/Modem required

\*22. Any additional Value added services required

23. NDNC Option: Yes No

\*24.Type of Identity proof submitted & its No.:

\*25. Mode of payment for Registration: (EMI / Down Payment) Cash / Cheque / DD Rs.

Credit/Debit/Cheque/DD No. Date:

Bank account no. Name of Bank & Branch on which Cheque /DD drawn

(in case of cheque)

\* Columns are mandatory

### For office use

Booked By Name of CSC/Distributor/MBA: CSC/Distributor Code

Customer A/c Number CDMA Handset Model

Landline /Mobile No./CDMA SIM No./ESN No.

Tear here

### ACKNOWLEDGEMENT SLIP

Received an application form for \_\_\_\_\_ service from \_\_\_\_\_ with the payment of Rs. \_\_\_\_\_ in cash/through cheque/DD/credit/debit cards

Signature & Name of MTNL officer with stamp

Date:

## CUSTOMER DECLARATION / UNDERTAKING:

I hereby declare and undertake that the above information is wholly true. I have read and understood the instructions and the terms & conditions of MTNL for this service and agree to abide by 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, evaluation and acceptance by MTNL.

\*Signature of subscriber \_\_\_\_\_

(Signature, name & seal of authorized signatory in case of company)

\*Received SIM/Handset

\*Customer's Signature \_\_\_\_\_

\*Date: \_\_\_\_\_

### Customer Guide

- At Sl No 2 fill up type of applicant i.e. Individual--General(Gallantry/President's Police Medal for Gallantry awardees, War widows, Disabled soldiers, Blind, Serving DOT employees, Retired DOT or MTNL or BSNL employees, Senior Citizen), Non Residential telephone in Schools/Universities/Institutions/Homes for Aged/Orphans etc recognized by Government, a Private or Public Company, Sole Proprietor or Partnership firm
- At Sl. No 12 fill up Address where fixed connection is to be installed and / or where customer normally resides in case of mobile connection. Customer has to submit proof of address for it.
- At Sl. No 14 fill up the address where you want to receive the bill of the service. It is to be filled only if installation address is different from billing address.
- At Sl. No. 16 mention existing telephone/Mobile number & Customer Account No. of MTNL, on which you want to get extra service like Broadband, Internet or other Value added service etc.
- At Sl. No 18 please fill up Tariff plan or Tariff code as given in our booklet for the service you want to avail. We have many alternative tariff plans to suit individual requirement.
- At Sl. No 19 Option for Receiving Bill: If customer wants to receive the bill through e-mail write bill through e-mail else leave it blank. Kindly give your email address at serial No 13.
- At Sl No 20: Option for bill payment: If customer wants to pay the bill electronically please specify the mode of bill payment i.e. through ECS/ Credit /debit card. The total discount on both e-billing and e-payment combined together will not exceed more than Rs 250.
- At Sl. No 21 Please fill up type/model of handset/ telephone instrument/ modem / setup box required by you. Details of available handset are given in MTNL brochure.
- At. No 22 Please fill up details of any additional or value added service you want to avail like ISD/ STD/ extra email ids/ extra e-mail space/ internet/ STD roaming / ISD roaming/ CLIR /VMS /GPRS/MMS/Video Conferencing/ Games on Demand / Video on Demand/fixed IP addresses/Call forwarding/ Abbreviated dialing/CLIP/ any other. The details of value added addresses are given in MTNL brochure
- At Sl No. 23 indicate your option for National Do Not Call registry (NDNC).
- At Sl. No 25 for payment option you want to choose i.e. Down payment/ EMI/ credit card/online payment

### Instructions

- (a) Please furnish the original documents with photocopies for verification of identity and address by one or more of the following documents as applicable: (i) Income Tax PAN card (ii) Passport (iii) Voter I.D. card (iv) Driving License (v) Armed License (vi) any photo identity cards issued by a Statutory / Government Authority.
- (b) Public Limited Cos. may enclose certificate of Incorporation, Memorandum of Articles, duly signed by M.D. / Director of the company along with any proof of identity as above of the authorized officer of the company. In case application is signed by an authorized signatory, then attested photocopy of Power of Attorney must be attached.
- (c) In case of Govt. of India Undertaking, Govt. of India Offices / State Govt. Offices, the aforesaid requirements are dispensed with self – certification on the letter head will suffice along with the name and designation of the coordinating officer to be consulted in case of need.
- (d) In case of Foreign Missions in India and other foreign agencies, the name and designation of the authorized officer along with details of officials etc. for whom the connection is intended.
- (e) In case of outstation subscribers, details of local reference(s)/Address be given at Column (14) Billing Address/ Local Address to be given.
- (f) Payment will be accepted by cash / DD / pay order in favor of "MTNL Mumbai, Dolphin" for GSM services and "MTNL Mumbai" for any other service.
- (g) For availing telephone under concessional category, requisite documentary proof has to be submitted along with application. Contact our customer care executive or Toll Free Helpline or website for more detail.

For more details or any help visit our website <http://mumbai.mtnl.net.in> or Dial our helpline

