

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)
[CUSTOMER AGREEMENT FORM FOR NEW LAND LINE TELEPHONE CONNECTION]

Affix self signed
photograph

1	Companies/Organisation	☐	Individual	☐	2	Nationality	
3	Title/Name of the Customer/Company/Firm/Organization (SURNAME/FIRST NAME/MIDDLE NAME)						
4	Name of Father / Husband / Group / Proprietor / Partner(s)						
5	Gender	Male	☐	Female	☐	6	Date of Birth (DD/MM/YYYY)
7	PAN / GIR No.		OR	IT declaration in Form 60 / 61 as applicable			
8	Tel. No. working, if any:	Mobile		Fixed		E-mail ID	
9	Number of Telephone connections required		In Words		In figures	(Please see instruction No. 2)	
10	Complete Address where Telephone(s) is/are required						
11	Billing / Correspondence Address if different from the place where Telephone(s) is/are required						
12	A Proof of Photo Identity enclosed						(Please see instruction No. 12A)
	B Proof of Address enclosed						(Please see instruction No. 12B)
13	Category Code		(Please write category Code No. as indicated in instruction No. 10)				
15	Purpose	Residence	☐	Business	☐	Govt.	☐
16	Facilities required:	Broadband*	☐	*If yes, separate requisition for broadband may also be filled			
	*STD is by default	ISD	☐	CLI	☐	Hotline	☐
		Conferencing	☐	Call Forwarding	☐	Hunting Facility	☐
		Abbreviated dialling	☐				
17	The Category under which Tel. Connection is required to be registered in Provider Customer Preference Register						
		Blocked	☐	Un-Blocked	☐	(Pl. see instruction No. 9)	
18	Whether Tel. Instrument is required	Yes	☐	No	☐	(Please see instruction No. 3)	
19	Whether Internal Wiring is required	Yes	☐	No	☐		
20	Whether Nomination made	Yes	☐	No	☐	(Please use prescribed format)	
21	Tariff Plan Opted		PLEASE SEE VARIOUS TARIFF PLANS AVAILABLE				
22	Initial Payment	Cash	☐	Cheque	☐	DD	☐
		Credit/Debit card	☐	Amount		Rs.	
		Cheque/DD No.		Drawn on Bank		Branch	
23	I/We hereby declare that information given above is true to the best of my/our knowledge and I/We bill abide by the prevailing Telegraph Act/Rules framed there under & tariffs as amended from time to time. I/We am/are not a defaulter on account of non-payment of bills for telecom services provided by any service provider. I/We have read and understood the terms and conditions provided overleaf i.r.o. Land Line Telephone services and with signing this form same shall be binding on me/us. I/We have understood all rates, charges and related terms and conditions at which telecommunication services are provided by BSNL as applicable on this date and as amended from time to time. I/We confirm that the information(s)/particulars supplied by me is correct in all respects.						
	Signature of Customer / Authorised Signatory						
	Signed at place						
	Signed on date						

24	Certified that the identity, bonafide and address of the applicant have been verified by me / my representative		
	Name of Dealer/Point of Sale	Dealer Code and Stamp	Signature

25	FOR OFFICE USE ONLY	
Checked, Requisite documents are enclosed	Advice Note/Work Order issued as per above filled entries	
Date of Receipt of Form	Signature of Official with Designation/Official Stamp	
Signature of Official with Designation/Office Stamp	Telephone Number Provided	
	STD Code	Indicator Number
	Date of Opening	DD MM Year
	DD	MM
	Year	
	Signature of Official with Designation/Official Stamp	

INSTRUCTIONS FOR FILLING THE FORM FOR LAND LINE CONNECTION

- 1 The form may be filled in Capital letters only.
- 2 If Customer requires more than one telephone in the same name & category at the same address, he/she may indicate here number of telephones required.
- 3 A rebate is admissible on the installation charges , if the telephone instrument and/or internal wiring is arranged by the subscriber.
- 4 In case of sole proprietary concern, proprietor may sign himself and affix rubber stamp.
- 5 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 copy of power of attorney and partnership deed.
- 6 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.
- 7 In case of Government Departments, authorised person may sign and affix rubber stamp.
- 8 For ISDN /BB Connections, the customer is required to fill up a separate form.
- 9 Blocked - If unsolicited commercial communications are not desired to be received on telephone.
Un-Blocked - If unsolicited commercial communications are desired to be received on telephone.

- 10 **Category Code** N-OYT-Gnl N-OYT-Spl N-OYT-SS N-OYT-SWS N-OYT--G.SE/DoT
- 11 **Concessional Group Code** Freedom Fighters/SWS Gallantry Award Winners/Awardees of President's Police Medal for Gallantry War Widows/Disabled Soldiers
Blind Persons Sr. Citizens

Non-Residential telephone connection in schools, Universities & colleges affiliated thereto, Polytechnics, Non-commercial Research Organisations / Homes for aged, infirm spastics, handicapped, deaf-dumb persons/ orphanages/ voluntary organisation for tribal welfare & other like 6 institutions/organisations recognised by Government.

RE-DOT RE-BSNL SE-DOT SE-BSNL

12 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 Licence, 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 Panchayat 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) Photo Identity 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, Freedom Fighter Card having photo and Kissan pass book having photo.

b) 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

(c) In case of Government of India undertakings, Govt of India Offices/State Govt Offices, the above said requirement are dispensed with and self certification on the letter head will suffice along with the name and designation of the co-ordinating officer to be consulted in case of need

(d) In case of Foreign Mission in India and other Foreign Agencies, the name & designation of the authorised officer along with details of officials etc. are required for whom the telephone connection is intended.

B For proof of Address, the customer shall submit any one of passport, Arms Licence, Driving Licence, Election Commission ID Card, Ration Card with address, 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 only), Certificate of address issued by head of Village Panchayat or its equivalent authority (for rural areas). Water Bill, telephone Bill of Fixed line (not older than last three months), Electricity Bill (not older than last three months), Income Tax assessment order, Vehicle Registration Certificate, registered Sale/ Lease Agreement, Address Card with photo issued by Deptt of Posts, GOI, , Current passbook with photo of Post Office / scheduled bank, photo identity card having address (of Central Govt/PSU or State Govt/PSU only) Credit Card Statement (not older than last three months), Cast and Domicile certificate with address & photo issued by the concerned State Govt , Pensioner Card with address, Freedom Fighter Card with address and Kissan pass book with address.

C Foreign Nationals are required to enclose the copy of Passport.

13 Description of categories and documents required to be submitted by the applicant

Category	Entitled Persons / Organization	Documents to be attached (Duly self attested)
N-OYT-Special	Doctors/Nurses/Midwives	Recognized Degree/Diploma, Registration Certificate.
	Press	Accreditation Certificate from PIB
	Advocate & Judicial Officers	Regn. By Bar Council [for advocates]
	Eminent Persons	Proof of Recognition at State/National Level in any field.
	Senior Citizens (aged 65+)	Proof of age.
	Gallantry Award Winners	Copy of Award Letter.
	War Widows/Disabled Soldiers	Documentary Evidence, Copy of PPO[for War Widows]
	Blind Persons	Visually Blind Certificate from CMO
	News Papers	Registration with the Registrar of News Paper
	Small Scale Industries	SSI Registration Certificate
	Other Eligible Categories	Documentary Proof.
N-OYT-SWS	Freedom Fighters/Swatantrata Senani	Copy of PPO & I-Card
N-OYT-SS	MPs/MLAs/ Municipal Councillors/Presidents, Vice -Presidents, Chairman of Standing Committee of Distt., Block and Gram Panchayats and Members of Zila Parishads, Foreign Missions and Embassies/UN Organisation	Subject to fulfilment of pay conditions and submission of documentary proof
N-OYT-G-SE-DoT	Serving DoT employees	Service Certificate, Service Book Entry Proof

14 Applicable registration fee

Telephone Category	Registration fee subject to revision by BSNL	
	Areas where telephone is available on demand	Areas where telephone is not immediately available on demand
All (Refer charges for concessional categories)	Nil	Rs. 500/-

15 Additional Applicable Security Deposit in case of Foreign nationals:-Foreign nationals have to make a security deposit of Rs.5000/- for STD/Local and Rs.10, 000/- for ISD call facility. The security deposit could also be made in the form of hard currency of equivalent value. The amount of security deposit can be enhanced by AO (TR) depending upon the usage of the telephone

16 In case of payment by Cheque, the same should be made in favour of AO (Cash), BSNL of concerned SSA.

APPLICABLE CHARGES FOR CONCESSIONAL GROUPS

S No.	Concessional Group	Registration Charges	Rental Charges	Installation Charges	Remarks
i	Freedom Fighters(SWS)	NIL	50% of normal rentals	NIL	same concession applicable to widows of Freedom Fighters
ii	Gallantry Award Winners/Awardees for President's Police Medal for Gallantry	NIL	NIL	NIL	NIL
iii	War Widows/Disabled Soliders	NIL	50% of normal rentals	NIL	
iv	Blind Persons	Full Charges	50% of normal rentals	Full charges	50% of Annual Advance Rental
v	Sr. Citizens	NIL	Full rentals	Full charges	Transferable in the name of spouse after death in General Category
vi	Non-Residential telephone connection in schools, Universities & colleges affiliated thereto, Polytechnics, Non-commercial Research Organisations/ Homes for aged, infirm spastics, handicapped, deaf-dumb-mute persons/ Orphanages/ voluntary organisation for tribal welfare & other like institutions/organisations recognised by Government.	Full charges	75% of normal rentals	Full charges	Concession applicable on maximum 2 connections
vii	Retired DoT employees	NIL	NIL	Full charges where actual installation is involved	Free calls (Bi-monthly) In addition to free calls available to normal customer
					Group-A 1000
					Group-B 500
					Group-C 300
viii	Retired BSNL Employees	NIL	NIL	NIL	Free calls (Monthly) In addition to free calls available to normal customer
					Executives falling in category E-3 and above including full time director & CMD 500
					Executive falling in category E-1 and E-2 250
					Non Executives falling in category NE-5 to NE-11 150
ix	Serving DoT employees	NIL	NIL	NIL	Non Executives falling in category NE-1 to NE-4 100
					Free calls as admissible to normal subscribers
x	Serving BSNL employees	NIL	NIL	NIL	Free calls in addition to free calls admissible to normal subscribers
					Non Executive employees in IDA pay scale of Rs.4250-6200 and onwards (pre-revised) 100
					Non Executive employees in IDA pay scale of Rs.4550-6650 and onwards (pre-revised) 150

NOMINATION FORM [For Individual Applicant]

I hereby nominate the person mentioned below who shall, in the event of my death, be entitled to get the telephone/registrati on transferred through this form/transferred to his/her name or be entitled to be paid the amount of registration/security deposit for the telephone so registered in my name, to the exclusion of all other persons.

1. Name of the Nominee (In block letters).....
2. Relationship with applicant.....
3. Full Address of the Nominee (In block letters).....
4. In case nominee is minor, indicate the date of birth.....

Signature of nominee

Signature of Applicant

Name

Name

Full Address

Full Address

1. Signature of Witness.....

2. Signature of Witness.....

Name.....

Name.....

Address.....

Address.....

IT FORM 60 of ITR, 1962 [To be filled by customer who does not have PAN & GIR No. and who makes payment in cash i.r.o transactions specified in clauses (a) to (h) of Rule 114B.]

1. Full name and address of declarant:
2. Particulars of transaction:
3. Amount of transaction:
4. Are you assessed to tax? Yes/No
5. If Yes,
 - (i) Details of Ward/Circle/Range where the last return of Income was filed?
 - (ii) Reasons for not having Permanent Account Number/General Index Register Number?
6. Details of the document being produced in support of address in Column (1)

I,.....do hereby declare that what is stated above is true to the best of my knowled

Verified today, theday of(Month),20.....

Date.....

Place.....

Signature of declarant.....

IT FORM 61 of ITR, 1962 [To be filled by customer who has agricultural income and is not in receipt of any other income chargeable to income tax i.r.o transactions specified in clauses (a) to (h) of Rule 114B.]

Particulars of transaction:

Details of the document being produced in support of address in Column (1) Yes/No

I hereby declare that my source of income is from agriculture and I am not required to pay income tax on any other income if any

Date.....

Place.....

Signature of the declarant

I,.....do hereby declare that what is stated above is true to the best of my knowledge and belief

Verified today, theday of(Month),20.....

Place.....

Signature of declarant.....

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

"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 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.

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

GENERAL

- 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 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.
- 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.
- 1.7 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.
- 1.8 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
- 1.9 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 terms as BSNL may determine.
- 1.10 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.
- 1.11 BSNL shall be at liberty to provide the services under any brand name.
- 1.12 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 BSNL in any manner, if deemed fit.
- 1.13 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.
- 1.14 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. The 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:

- 3.1 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.
- 3.4 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.
- 3.5 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 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

- 5.1 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, service tax, other taxes & duties etc. 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. 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 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 BSNL.
- 5.5 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.
- 5.6 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.
- 5.7 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-
- 5.8 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.
- 5.9 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.

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 or Rules or Regulations of Govt. or appropriate authority.

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

Place..... Date..... Signature of Customer/Authorised Signatory.....