

CUSTOMER DECLARATION / UNDERTAKING:

1. I hereby declare and undertake that the above information is wholly true. I have read and understood the instructions and the terms and 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.
2. I here by declare that the SIM or connection purchased by me shall not be used for telemarketing and in case such SIM or connection is used for telemarketing, the telecom resources used for the purpose of telemarketing shall be liable to be disconnected.

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

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, a SEZ unit for UN/Embassy.
- 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, may be seen/decided for the service you want to avail from <http://www.mtnldelhi.in>. 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. No 22 Please fill up details of any additional or value added service you want to avail like ISD/ STD/ extra email ids/ extra email space/ internet/ STD roaming / ISD roaming/ CLIR/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 services are given in MTNL brochure.
- At Sl No. 23 indicate your option for National Do Not Call registry(NDNC)
- At Sl. No 25 indicate payment option you want to choose i.e. Cash/ Cheque/DD.

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) Arm License (vi) any photo identity cards issued by a Statutory / Government Authority (vii) Aadhaar Card. For updated list please visit <http://www.mtnldelhi.in>
- (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 enterprises customer (B2B customers) a copy of GST registration certificate is to be provided.
- (d) 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.
- (e) 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.
- (f) In case of outstation subscribers, details of local reference(s) /Address be given at Column (14) Billing Address/ Local Address to be given.
- (g) Payment will be accepted by cash/cheque/DD/pay order in favour of 'MTNL Delhi Dolphin' for GSM services and 'MTNL Delhi' for any other service.The customer has to pay all the charges along with GST(As applicable)
- (h) Whenever the customer pays the excess amount (i.e. more than Rs. 1000/-excess) then the excess amount will be considered as security deposit by the customer. Penalty: Whenever, penalty is charged from the customer by MTNL the said penalty will be attract GST on it.
- (i) Telephone is liable to be disconnected (DNP) within 35 days from the date of issue of bill. This amounts to restriction of outgoing call facilities. After a period of one month from the date of DNP, incoming facility shall also be withdrawn. Telephone is liable to be disconnected for outstanding equal to or more than bimonthly rental.
- (j) Any WI-Fi connectivity deployed by subscriber has to be activated only after it is registered for centralized authentication with MTNL
- (k) 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://www.mtnldelhi.in> or Dial our helpline.

*Received SIM
*Customer's Signature _____
*Date _____

