



- (g) Hotline R7 type (via telephone exchange and common shared trunk)
- (h) Extension lines within same exchange area of MTNL Mumbai
- (i) Extension lines across different exchange areas of MTNL Mumbai

- (p) MPLS National via ADSL BB network
- (q) Internet Wifi Hot Spot
- (r) MPLS over 3G

15 Bandwidth Required: **Kbps/ Mbps/ Gbps (strikeout all but one which is applicable)**

16 Compression ratio (for ILL): 1:1

17 No. of VLANs required:  (for network based circuits)

18 In case of Internet Leased Line number of additional IPs required?

19 Other technical requirements and information:

A-End	B-End (not required in Network based circuits)
<p><b>(a) Address for Billing:                          Same as above? (Yes/ No)</b></p>	
<p>(i) Name <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p>	<p>(i) Name <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p>
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<p><b>(b) Address for Installation:                          Same as above? (Yes/ No)</b></p>	
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(iv) Email Id 


(v) House/Shop/Room 

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(vi) Floor 

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(vii) Building 


(viii) Rest of Address 


(ix) City 

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(x) State 


(xi) Pin 

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(xii) Mention MTNL tel.no.in the bldg or Nearest MTNL Tel.Exge.  

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(c) Is MTNL OFC already existing in installation premises?  
**Yes/ No/ Don't Know**

(d) Is MTNL STM system already existing in installation premises?  
**Yes/ No/ Don't Know**  
If Yes then name of the STM system: 

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(e) Is MTNL FTTH ONT already existing in installation premises?  
**Yes/ No/ Don't Know**

(f) Media required?  
**OFC/ Copper Pair/ Any**

(g) In case of Copper Pair is required, is Modem required?:  
**Yes/ No**  
If Yes then  
**Managed Modem (upto 2mbps)/ Non Managed**

(h) In case OFC is required, is STM sytem required at installation address?  
**Yes/ No**

(i) Interface required?  
**Electrical:** G.703/ V.35/ Ethernet (RJ45 connector)  
**OR**  
**Optical:** Wave length: Optical 1310nm/ Optical1550nm  
Connector: LC/ SC - Single Fibre/ Dual Fibre

- (j) Documents enclosed:  
1.  
2.  
3.  
4.

(iv) Email Id 


(v) House/Shop/Room 

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(vi) Floor 

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(vii) Building 


(viii) Rest of Address 


(ix) City 

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(x) State 


(xi) Pin 

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(xii) Mention tel.no. with STD code in the bldg or Nearest Tel.Exge.  

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(c) Is MTNL/ BSNL OFC already existing in premises?  
**Yes/ No/ Don't Know**

(d) Is MTNL/ BSNL STM system already existing in premises?  
**Yes/ No/ Don't Know**  
If Yes then name of the STM system: 

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(e) Is MTNL/ BSNL FTTH ONT already existing in premises?  
**Yes/ No/ Don't Know**

(f) Media required?  
**OFC/ Copper Pair/ Any**

(g) In case of Copper Pair is required, is Modem required?:  
**Yes/ No**  
If Yes then  
**Managed Modem (upto 2mbps)/ Non Managed**

(h) In case OFC is required, is STM sytem required at installation address?  
**Yes/ No**

(i) Interface required?  
**Electrical:** G.703/ V.35/ Ethernet (RJ45 connector)  
**OR**  
**Optical:** Wave length: Optical 1310nm/ Optical1550nm  
Connector: LC/ SC - Single Fibre/ Dual Fibre

- (j) Documents enclosed:  
1.  
2.  
3.  
4.

**Declaration:**

- 1 I/We agree to abide by the provision of Indian Telegraph Rules in force and as modified from time to time and such other terms and conditions prescribed by telegraph authority/MTNL. The facility to monitor the circuit will be extended by me/us to telegraph authority/MTNL for the monitoring purpose, performance, operation etc. of the circuit. This circuit will be utilized for the bonafide use as indicated above.
- 2 ISP/OSP/BPO/NOC/CALL CENTRE REG. NO/APPROVAL.  
No. \_\_\_\_\_ DT. \_\_\_\_\_ (Issued by DOT)
- 3 The information given above, alongwith this, is correct and true to the best of my/our knowledge and belief.

<b>Date:</b>  <b>Place:</b>	<b>Name:</b>  <b>Signature:</b>  <b>Company's Seal:</b>
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## Instructions, Terms and Conditions:

- 1 The customer is required to fully comply the provisions of the Indian Telegraph Act 1885, and the Indian Telegraph Rules made hereunder and any amendments or replacements made thereto from time to time.
- 2 If the premises does not belong to the applicant, it is responsibility of the applicant to arrange the permission to install/ inspect the circuit as and when it requires.
- 3 Applicant will be fully responsible for the bonafide/ legal use of circuit at both ends.
- 4 Customers are advised to use modems and other gadgets approved by Telecom Engineering Centre. In cases where it is necessary to pay license fee to MTNL for connecting modems and other interface equipments, Customers will be charged as per the prevailing tariff/ rules.
- 5 Applicant will be fully responsible if he/she takes a Leased Circuit on individual capacity & subsequently uses it for ISP/ OSP/ BPO/ NOC/ CALL Centre purpose.
- 6 If the circuit is terminated at the Server, Co-located in the premises of other licensed service provider then this circuit will not be interconnected with other service provider's network.
- 7 The tariff mentioned in the provisional Demand Note/ Invoice issued after registration is valid for 2 months only. Thereafter the charges may vary subject to revision of tariff and technical feasibility.
- 8 Additional Demand Note/s/ Invoices before issuance of work order may be issued subject to field conditions and Municipal Authority/ State Government levies/ charges.
- 9 In case customer cancels OFC based leased circuit during installation period then actual expenditure incurred by MTNL in excess of installation charge shall also be deducted before issuance of refund order.
- 10 Demand Note/ Invoices, mentioned above, shall be automatically withdrawn after six months, if not paid, and registration shall be cancelled subsequently.
- 11 Temporary leased line services will be available for minimum 7 days and upto 3 months.
- 12 If Modems are provided by the customers Modem rent will not be charged.  
MTNL's responsibility is to install leased circuit upto circuit terminating CPE (modem/ ONT/ STM/ switch etc.). It is customer's responsibility to extend the circuit thereon. In addition customer is also expected to provide access to concealed building wiring and power supply (having proper earthing) close to the CPE.
- 13 **Testing and confirmation period post installation:** Installed leased circuit shall be offered 7 working days for testing by customer. Thereafter, it will be deemed as installed in case no objection is received from customer in writing.
- 14 **Minimum guarantee period:** It shall be **one year** from date of installation for **all types of leased circuits (except ILLs)**. For **ILL** it shall be **6 months** from the date of installation. **In case leased circuit (including ILL) is surrendered before the guarantee period, customer is liable to pay tariff for remaining period.**
- 15 **Surrender of leased circuit:** Commissioned leased circuit, if not required, can be surrendered any time by submitting written request to PRO-LC. The request shall be accepted, provided all outstanding bills of the said circuit have been paid. Once the request is accepted, MTNL may take upto 1 month to disconnect the circuit. Customer is advised to keep written record of the acceptance/ acknowledgment given by MTNL. MTNL would refund amount corresponding to unused period, post disconnection, subject to minimum guarantee period mentioned above.
- 16 **Issuance and payment of bills:** Normally Annual bills are issued 1 year in advance, before beginning of financial year, however, bills can be issued Quarterly or Half yearly, in advance, based on written request submitted to Dy.Mgr. LC-billing (dmenbilling@gmail.com). It would be responsibility of customer to make payment to MTNL on or before due date indicated in the bill. MTNL would disconnect the service in case of non-receipt of payment after giving 15 days notice to the customer. Customer is expected to check correctness of the issued bill. In case any discrepancy in it, the customer should bring to the notice to Dy.Mgr.(TR) LC in writing within 15 days from the receipt of the bill. Otherwise, contents of the Invoice/ Bill would be treated as correct. Contact details of Dy.Mgr.(TR) would be given in the Invoice/ Bill.
- 17 Payment shall be accepted by Cash/ Cheque/ DD/ PO/ RTGS/ NEFT. Cheque/ DD/ PO shall be drawn in favor of "Mahanagar Telephone Nigam Limited Mumbai". Cash shall be accepted between 10:00 — 16:00hrs, at Cash counter, 5th Floor, Fountain Telecom Building-1, MG Road, Mumbai-23. RTGS/ NEFT details are given below.  
Name: **MAHANAGAR TELEPHONE NIGAM LIMITED MUMBAI**; Bank: **ICICI Bank**; Account No: **005705018649**; IFSC: **ICIC0000057**  
PAN: **AAACM0828R**; GSTN: **27AAACM0828R1Z3**
- 18 Note: After making RTGS/ NEFT, please intimate by email (with Invoice/ Bill No. as subject), UTR reference and payment details like LCID, Demand Note No./ Bill No., Amount, TDS recovered, if any, Surcharge amount paid, Net paid. TDS amount should be on bill amount less Service Tax. Email ids for intimation are given below:  
aoenmntnl@gmail.com - DM (Receipts) LC, MTNL Mumbai  
aoenmntnl@gmail.com - DM (TR) LC, MTNL Mumbai
- 19 **List of documents to be enclosed:**  
For Individuals: 1. Photocopy of PAN Card or Aadhaar Card; 2. Address proof of A-end and B-end (if applicable); 3. NOC of A or B-end address (as applicable).  
For Businesses: 1. Name, designation, signature and contact details of applicant on Business's letter head signed by authorised signatory;  
2. Photocopy of Business ID (having photo) of applicant; 3. Photocopy of PAN Card; NOC of A or B-end address (as applicable).
- 20 **In addition to above in case of ILL:**
  - a MTNL shall be free to update Internet Access progressively to bring in new features with time. MTNL may not be in a position to intimate Customer immediately, however it will endeavor to make it known to subscribers through advertisements

- b Customers are advised to use modems and other gadgets approved by Telecom Engineering Centre. In cases where it is necessary to pay license fee to MTNL for connecting modems and other interface equipments, Customers will be charged as per the prevailing tariff/ rules
- c The current access network is likely to inhibit speeds. Improved speeds are likely to be available in future.
- d The Customers of MTNL Internet Access Services is not allowed to resale the Internet services.
- e Voice over IP is as per DOT regulations.
- f The Customer is required to ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country are not made by him/her or any other person using his/her Internet Leased Line.
- g MTNL may revise the tariff for MTNL Internet Access Services from time to time at its direction.
- h Customer assumes total responsibility and risk for use of the Internet Access Services. Neither MTNL nor its affiliates make any express or implied warranties, representations or endorsement whatsoever (including without limitation warranties of title or non infringement, or the implied warranties merchantability or fitness for a particular purpose) with regard to any merchandise information or service provided through the Internet, and they shall not be liable for any cost or damage arising either directly or indirectly from any such transaction. It is solely the customer's responsibility to evaluate the accuracy, completeness and usefulness of all opinions, advice, services and other information , and the quality and merchantability of all merchandise, provided through the services or in the Internet generally.
- i Customer understands further that the Internet contains unedited materials some of which are sexually explicit or may be offensive to some people. Customers access such materials at their own risk. MTNL has no control over and accepts no responsibility whatsoever for such materials.
- j The customer is required to desist from putting unsolicited messaging on server hosted at MTNBL premises. The subscriber is required to ensure that objectionable or obscene messages or communications, which are inconsistent with the established laws of the country are not made by him or any other person on the Web server or web space of the Customer.
- k The service is provided on an 'AS IS and AVAILABLE' basis without warranties of any kind, either express or implied, including but not limited to warranties of title, non infringement or implied warranties of merchantability of fitness for particular purpose. No advice or information given by MTNL, its affiliates or their respective employees shall create a warranty. Neither MTNLO nor its affiliates warrants that the service will be uninterrupted or erro0r free or that any information, software or other material accessible on the Net is free of viruses, worms, Trojan horses or other harmful components.
- l Under no circumstances shall MTNL, its affiliates or its contractors be liable for any direct, indirect incidental, special, punitive, or consequential damages that result in anyway from customers use of or inability to use the service or to access the Internet or any part thereof, or customers reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.
- m Payment of bills – it would be responsibility of Customer to make advance payment to MTNL Internet Access Services, MTNL would disconnect the service in case of non-receipt of advance – it would be responsibility of Customer to make advance payment to MTNL Internet Access Services, MTNL would disconnect the service in case of non-receipt of advance payment without giving any notice to the subscriber.
- n Force Majeure – if any time, during the continuance of MTNL Internet Access Service, the performance in whole or part, of any obligation under it shall be prevented or delayed by reason of war, hostility, acts of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, lock-out or act of GOD etc. the subscriber shall not have any claim for damages against MTNL in respect of such non-performance or delay in performance of MTNL Internet Access Services.
- o Arbitration of Disputes – in the event of any question, dispute or difference Arising out of provisions of MTNL Internet Access Services, the matter shall be referred to the arbitration under ICADR Arbitration Rules, 1996/consumer court.
- p In case the customer wishes to make payment on Quarterly basis, advance payment for a minimum period of Six months will be charged initially as the minimum period of hiring of Six months.
- q Eight IP address (LAN) and 4 WAN will be given free of cost. Additional IP Addresses will be charged at the rate as per tariff for a block of 8 LAN IP Addresses.
- r Short term leased line services will be available for 1 week or more duration on weekly rate basis applicable upto 10 weeks.
- s If Modems are provided by the customers security deposit and Modem rent will not be charged.
- t Payment of bills – it would be responsibility of Customer to make advance payment to MTNL Internet Access Services, MTNL would disconnect the service in case of non-receipt of advance – it would be responsibility of Customer to make advance payment to MTNL Internet Access Services, MTNL would disconnect the service in case of non-receipt of advance payment without giving any notice to the subscriber.
- u MTNL Internet help Desk No. is 1800-22-8844, 24331408 & Fax No.24331411.

**Above instructions, terms and conditions are understood and accepted unconditionally.**

<b>Date:</b>	<b>Name:</b>
<b>Place:</b>	<b>Signature:</b>
	<b>Company's Seal:</b>