

महानगर टेलिफोन निगम लिमिटेड मुंबई  
**MAHANAGAR TELEPHONE NIGAM LIMITED, MUMBAI**

डायल अप इंटरनेट सेवा-नये पंजीकरण / Dial-up Internet Services - New Registration

महोदय / Sir

दिनांक / Date :

मैं निम्नलिखित विवरण के अनुसार एमटीएनएल सेवाओं का लाभ उठाना चाहता हूँ।

I wish to subscribe to MTNL Internet Access Services as per details given below

1 नाम /Name:

2 पता /Address:

दूरभाष क्र /Telephone No. :

3 सेवाओं का विवरण / **Service Details:** (Please select)

|  |  |
|--|--|
| पीएसटीएन डायलअप / PSTN DIAL UP           | :100Hours/250 hours/500 hours          |
| पीएसटीएन असीमित अवधि /PSTN DIAL UP       | :1 Month/ 3 months/ 6 Months/12 Months |
| आइएसडीएन डायलअप /ISDN DIAL UP (64 kbps)  | : 100Hours/ 250 Hours/ 500 Hours       |
| आइएसडीएन डायलअप / ISDN DIAL UP (128kbps) | : 100 Hours/ 250 Hours /500 hours      |

4 भुगतान विवरण / **Payment details :**

| डी डी क्र<br>D.D.No | दिनांक<br>Date | राशि<br>Amount Rs. |
|---------------------|----------------|--------------------|
|---------------------|----------------|--------------------|

5 डाक्यूमेन्ट का अनुक्रमांक नं /**Serial no.of key document**  
एमटीएनएल द्वारा भरा जाय / ( To be filled in by MTNL )

दी गई शर्तों को मैंने ध्यान से पढ़ लिया है। मैं इन शर्तों का पालन करने की सहमति व्यक्त करता हूँ।

I have gone through the terms and conditions of the services and agree to abide by the same.

उप में अभियन्ता के हस्ताक्षर  
Signature of SDE (QCS)

ग्राहक के हस्ताक्षर  
Signature of the customer

महानगर टेलिफोन निगम लिमिटेड मुंबई  
**MAHANAGAR TELEPHONE NIGAM LIMITED, MUMBAI**

( ग्राहक के लिये रसीद -इंटरनेट सेवा / Receipt for Customer- Internet Services )

एक सीडी बाक्स तथा की नं . डाक यूमेन्ट जिसका क्रम संख्या

हैं उपलब्ध कराया गया।

Provided one CD box & Key No. Document bearing serial No.

पोजना के लिये / For plan

भुगतान की राशि / Amount paid Rs

Date :

SDE (QCS)  
(Signature & Stamp)

**BROAD TERMS AND CONDITIONS**  
**OF**  
**MTNL INTERNET ACCESS SERVICE SUBSCRIPTION**

1. 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.
2. Subscribers are advised to use modems and other gadgets approved by Telecom Engineering Centre. In case where it is necessary to pay license fee to MTNL for connecting modems and other interface equipments, subscribers shall be required to complete necessary formalities with the local MTNL Office.
3. International connectivity is being provided through VSNL, Exclusive gateways are likely to be organised by MTNL in future.
4. The subscriber of MTNL Internet Access Service is not allowed to resale the Internet Services.
5. Usage Charges once deposited are non-refundable.
6. The subscriber is required to fully comply the provisions of the Indian Telegraph Act, 1885, and the Indian Telegraph Rules made thereunder and any amendments or replacements made there to from time to time.
7. 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/her or any other person using his/her password.
8. MTNL may revise the tariff for MTNL Internet Access Services from time to time at its discretion.
9. Customer assumes total responsibility and risk for use of the MTNL Internet Access Services. Neither MTNL nor its affiliates make any express or implied warranties, representations or endorsements whatsoever (including without limitation warranties of title or non-infringement, or the implied warranties of 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 transactions. It is solely customer's responsibility to evaluate the accuracy, completeness and merchantability of all merchandise, provided through the services or in the Internet generally.
10. 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.

11. The customer is required to desist from putting unsolicited messaging on server hosted of MTNL premises. 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 on the Web server or web space of the customer.
12. 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 MTNL nor its affiliates warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the service is free of viruses, worms, Trojan horses or other harmful components.
13. 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 mistake, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.
14. Payment of bills-it would be the responsibility of customer to make advance payment to MTNL Internet access service. MTNL would disconnect the service in case of non-receipt of advance payment without giving any notice to the customer.
15. Force Majeure - any time, during the continuance of MTNL Internet Access Services, 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, look- out or act of GOD etc. the customer shall not have any claim for damages, against MTNL in respect of such non-performance or delay in performance of MTNL Internet Access Services.
16. Arbitration of Disputes – In the event of any questions, 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.