



Stamp size  
 photograph  
 Cross signed  
 by Applicant

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

BASIC SERVICE
LANDLINE
ISDN

INTERNET
BROADBAND

GSM
DOLPHIN
TRUMP

FTTH
DATA
VOICE

\*2. Type of Applicant:

TITLE	SURNAME	FIRST	MIDDLE
Mr Mrs Ms Dr			
*3. Name			
*4. Father's/Husband's Name			
*5. Date of Birth (DD/MM/YY)	*6. Sex	M F Third Gender	*7. Nationality
(Date of incorporation in case of company)			

8. Hobbies \_\_\_\_\_ 9. Education \_\_\_\_\_ 10. Marital Status  Single  Married

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 (Proof to be attached)

House No:	Street/Road/Village
Building/Apartment	
Area/Locality/Tehsil	City/District
State	PIN CODE

13. E-mail Id: \_\_\_\_\_

14. Billing/Correspondence Address (if different from above)  
 Local Address (For outstation customers)

	PIN CODE
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\*15. A) PAN NO. / GIR NO. \_\_\_\_\_ (if PAN No. not available, please fill form 60)  
 15. B) GSTIN number of enterprises customers \_\_\_\_\_  
 15. C) Aadhar No. (UID) \_\_\_\_\_  
 16. Existing MTNL Tel. No. (if any) \_\_\_\_\_ Existing Customer A/c No. & Mobile NO: \_\_\_\_\_

17 (i) Type of any other service of MTNL or other Operator used by you \_\_\_\_\_  
 (ii) Tel. No. of that service (a) \_\_\_\_\_ (b) M O 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(a) Whether subs. Fitting (wiring) is required from MTNL Y/N   
 \*21(b) Whether Telephone Instrument is required from MTNL Y/N   
 \*21(c) Whether Modem is required from MTNL Y/N

\*22. Any additional Value added services required Yes No VAS  Mobile No. \_\_\_\_\_

22.(a) Tariff Plan for value added service \_\_\_\_\_

23. NDNC Option:  Yes  No

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

\*25. Mode of payment for Registration: Cash / Cheque / DD / online payment Rs. \_\_\_\_\_ Date: \_\_\_\_\_  
 Cheque / DD No. \_\_\_\_\_  
 Bank Account No. \_\_\_\_\_ Name of Bank & Branch on which Cheque / DD drawn \_\_\_\_\_  
 (In case of cheque)

\*Columns are mandatory Customer's Signature \_\_\_\_\_

For office use

Booked by Name of CSC / Distributor / MBA: \_\_\_\_\_ CSC / Distributor Code \_\_\_\_\_

Customer A/c Number \_\_\_\_\_

Landline / Mobile Number \_\_\_\_\_ 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

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 / 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 or UN/Embassy.

At Sl.No.12, fill up the 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 Services, 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 suite individual requirements.

\*Sl.No. 19, option for receiving bills; if customer want to receive the bill through email, write bill through email, else leave it blank. Kindly give your email address at Sl.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 bill not exceed more than Rs. 250/-.

\*At Sl.No. 21, please fill up Type/Model of Handset / Telephone instruction/Modem/Set-up Box required by you. Details of available Handset are given in MTNL brochure.

\*At Sl.No. 22, please fill up the details of any additional or value service you want to avail like ISD/STD/Extra email ids/extra email 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 services are given in MTNL brochure.

\*At Sl.No.23, indicate your option for National Do Not calls Registry (NDNC).

\*At Sl.No. 25, for payment option you want to choose, i.e. Down payment/EMI/Credit card/online payment.

### INSTRUCTIONS

- Please furnish the original documents with photo copies 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 ID card (iv) Driving License (v) Armed License (vi) Aadhar Card. (vii) Any photo Identity cards issued by a Statutory/Govt. Authority.
- (i) 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, attested photocopy of Power of Attorney must be attached.  
In case of Enterprise customer under (B2B customers) a copy of GST Registration Certificate is to be provided.  
(ii) The customer has to pay all the charges along with GST (as applicable) which are charges by MTNL for the service provided by them.  
(iii) Whenever the customer pays excess amount (i.e. more than Rs. 1,000/- excess) then the excess amount will be considered as Security Deposit by the customer.  
(iv) Whenever penalty/late fee is due from the customer by MTNL, the same will attract GST and will be billed in next bill.
- In case of Govt. of India undertaking, Govt. of India offices/State Govt. offices, the aforesaid requirements are dispensed with self-certifications on the Letter Head will suffice, along with the name and designations of the co-coordinating officer to be consulted in case of need.
- In case of Foreign Missions in India and other Foreign Agencies, the name of designations of the Authorized Officer along with details of officials, etc. for whom the connection is intended.
- In case of outstation subscribers, details of local reference(s)/address be given at Column (14) billing address/local address to be given.
- Payment will be accepted by cash/DD/Pay Order in favor of "MTNL Mumbai, Dolphin" for GSM service & "MTNL Mumbai" for any other service.
- For availing telephone under concessional category, requisite documentary proof has to be submitted along with application. Contact our Customer Care Executive or Toll Free Help Line or Website for more details.
- Any Wi-Fi connectivity deployed by subscriber has to be activated only after it is registered to centralized authentication with MTNL.

For more details or any help visit our Website <http://mtnlmumbai.in> or Dial our Help Line : 1500 / 1800221500

**FORM NO.60**

( See third provision to Rule-1148 )

Form of Declaration to be filed by a person who does not have either a Permanent Account Number General Index Register number and who makes payment in cash in respect of transaction special clauses (a) to (b) of rule 1148.

1. Full Name and address of the declarant

.....  
.....  
.....

2. Particulars of transaction

3. Amount of the 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 No. ?

6. Details of the document being produced in support of address in column (1)

.....

**Verification**

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

Verified today, the .....day of .....(month) 20.....

.....  
Signature of the declarant

Date .....

Place .....

Instructions:- Documents which can be produced in support of the address are :-

- (a) Ration Card
- (b) Passport
- (c) Driving Licence
- (d) Identity Card issued by any Institution
- (e) Copy of the electricity bill or telephone bill showing residential address
- (f) Any document or communication issued by any authority of Central Government/State Government or local bodies showing residential address
- (g) Any other documentary evidence in support of the address given in the declarant.

हस्ताक्षर नमूना (ग्राहक सेवा केंद्र के लिए) / SPECIMEN SIGNATURE (FOR CUSTOMER SERVICES CENTRE)

- क) कंपनी का नाम / a) Name of the Company : -----  
 ख) ग्राहक क्र. / b) Consumer No. : -----  
 ग) पंजीकरण की तारीख / c) Date of Registration : -----  
 घ) टेलीफोन नं./ d) Telephone No. : -----  
 ज) कार्यदेश सं. व तारीख / Work Order No. & Date : -----  
 (ख,ग,घ,इ केवल कार्यालय के उपयोग के लिए) / b,c,d,& e for office use only  
 च) आवेदक के हस्ताक्षर / Signature of Applicant : -----  
 आवेदन करते समय / to be signed at the time of : -----  
 application With Rubber Stamp : -----

-----कट किजीए-----

हस्ताक्षर नमूना (पंजीकरण के समय ग्राहक को दिया जाए)

SPECIMEN SIGNATURES (to be given to customer at the time of registration

टेलीफोन संस्थापित करने पर इसे एमटीएनएल कर्मचारी को वापस दे दिया जाए ।

To be given back to MTNL Staff at the time of Installation of phone

- क) कंपनी का नाम / a) Name of the Company : -----  
 ख) ग्राहक क्र. / b) Consumer No. : -----  
 ग) पंजीकरण की तारीख / c) Date of Registration : -----  
 घ) टेलीफोन नं. / d) Telephone No. : -----  
 ज) कार्यदेश सं. व तारीख / e) Work Order No. & Date : -----  
 (ख,ग,घ,इ केवल कार्यालय के उपयोग के लिए) / b,c,d, & e for office use only  
 च) आवेदक के हस्ताक्षर / Signature of Applicant : -----  
 आवेदन करते समय / to be signed at the time of : -----  
 application With Rubber Stamp : -----

मैं, श्री / श्रीमती / कु. ----- (फर्म/कंपनी आदि का नाम)  
 ----- का कर्मचारी/ भागीदार/निदेशक एतद्वारा प्रमाणित

करता हूँ कि टेलीफोन के पंजीकरण तथा उसे (पता) -----

पर संस्थापित कराने के लिए मुझे फर्म / कंपनी की ओर से विधिवत प्राधिकृत किया गया है ।

मैं निष्ठा पूर्वक प्रतिज्ञान करता हूँ कि यह टेलीफोन कंपनी के उपयोग के लिए है ।

I, Shri/Smt./Ku. ----- an Employee/Partner/  
 Director of the (Name of time/Company etc.) -----

----- am duty  
 authorised by the firm/company to have the telephone registered & installed at address  
 ----- on  
 behalf of the Company / Firm etc.

I affirm that the telephone is for bonafied use of the Company/firm

हस्ताक्षर / Signature -----

हस्ताक्षर नमूना (ग्राहक सेवा केंद्र के लिए) / SPECIMEN SIGNATURE (FOR CUSTOMER SERVICES CENTRE)

- क) कंपनी का नाम / a) Name of the Company : -----  
 ख) ग्राहक क्र. / b) Consumer No. : -----  
 ग) पंजीकरण की तारीख / c) Date of Registration : -----  
 घ) टेलीफोन नं./ d) Telephone No. : -----  
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 (ख,ग,घ,इ केवल कार्यालय के उपयोग के लिए) / b,c,d,& e for office use only)  
 च) आवेदक के हस्ताक्षर / Signature of Applicant : -----  
 आवेदन करते समय / to be signed at the time of : -----  
 application With Rubber Stamp : -----

-----कट किजीए-----

हस्ताक्षर नमूना (पंजीकरण के समय ग्राहक को दिया जाए)

SPECIMEN SIGNATURES (to be given to customer at the time of registration

टेलीफोन संस्थापित करने पर इसे एमटीएनएल कर्मचारी को वापस दे दिया जाए ।

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 च) आवेदक के हस्ताक्षर / Signature of Applicant : -----  
 आवेदन करते समय / to be signed at the time of : -----  
 application With Rubber Stamp : -----

मैं, श्री / श्रीमती / कुमारी -----  
 ने पते -----

पर टेलीफोन कनेक्शन के लिए आवेदन किया है ।

मैं, निष्ठापूर्वक प्रतिज्ञान करता / करती हूँ कि यह टेलीफोन मेरे वास्तविक उपयोग के लिए है ।

I, Shri/Smt./Ku. ----- have applied for a  
 Telephone connection to have installed at address -----

I affirm that the telephone is for my bonafide use.

( संस्थापन के समय ग्राहक के हस्ताक्षर )