

		Mobile Services	Landline	Broadband	FTTH	Leased Line
Customer Care (24x7)	General Query	9869012345	1800 22 1500 (toll free), 022-22221500	1800 22 1504 (toll free), 022-22221504	1800 22 1505 (toll free), 022-22221505	022-22616411 (10.00 am to 5.30 pm)
	Complaints/ Requests	1503 (toll Free)	1500 (toll free)	1504 (toll free)	1505 (toll Free)	12676 (toll free)
Website : www.mtnlmumbai.in (Common Service Number : 1130 for Landline, Broadband & Mobile))						
Appellate Authority (10.00 am to 5.30 pm Monday to Saturday, except 2nd Saturdays, Sundays and Closed Holidays)						
Name of SP/ISP	Service Type	Service Areas	Name and Designation of Appellate Authority	Address of Appellate Authority	Tel.No.,Fax No and E-mail Id Address	
MTNL, Mumbai	Basic & Internet	Mumbai Zone-1 Area (Colaba,Kalbadevi, Fountain, Cooperage, Cuffe Parade,Cumbala Hill, Malabar Hill, Gamdevi, Mazgaon, Mandvi Byculla)	Shri. V Ramesh , DGM (HQ)Z1	1st floor City Telephone Exchange, Hazarimal Somani Marg , Fort, Mumbai-40001	Tel No. : 22015000 Fax No. : 22875757 Email : dgmcity@gmail.com	
		Mumbai Zone-2 Area (Prabhadevi, Shivaji Park, Worli, Wadala , Sion,Ghatkopar, Powai Chembur, Mankhurd,	Shri. M P Joshi , DGM (HQ)Z2	Wadala Telephone Exchange, G. D. Ambekar Marg, Dadar (E), Mumbai 400 014,	Tel No : 24154000, Fax No : 24161441 Email : dgmhqz2mbi@mtnl.net.in	
		Mumbai Zone-5 Area (Thane Charai, Mulund, Wagale Estate Charanamrut, Kalwa,Vashi, Belapur, Nerul, Rabale, Panvel)	Smt. V V Jambharunkar DGM (HQ) Z5	4th Floor, Thane Charai Tele. Exch, Mauli Mandal Road, Dhobi Ali, Thane (West)- 400 601	Tel No. : 25366808, Fax No : 25434141 Email : dgmhqz5@gmail.com	
MTNL, Mumbai		Mumbai Zone-3 Area (Vileparle, Andheri, Bandra, Jogeshwari, Khar, Marol, Sakinaka, Sakivihar, Marol Darpan)	Shri. D K Jadhav , DGM (HQ/ANC)Z3	2nd Floor, Vile Parle Tele Exch, Nanda Patkar Road, Vile Parle (East)	Tel No. : 26554242 Fax No : 26511441 Email : dgmhqz3mbi@mtnl.net.in	
		Mumbai Zone-4 Area (Goregaon, Charkop, Gokuldam,Kandivali Malad, Borivali, Bhayander,Dahisar, Samatanagar)	Shri. S P Ghosalkar , DGM (HQ)Z4	4th Floor, Kandivli Telephone Exchange , S V Road, Kandivali (W), Mumbai-67	Tel No. : 28086161 Fax No. : 28641441 Email : dgmhqz4@mtnl.net.in, dgmhqz4@gmail.com	

Leased Line Services(Enterprise Network)	Mumbai, Navi Mumbai, Thane Dist. (Within MTNL Network) Area	Shri. S N Bhujbal , DGM (LC)	Ground Floor, Fountain-1 Tele. Exch. Near Flora Fountain, Mumbai - 400 001	Tel No : 22620510 Fax No : 22650775 Email : dgmenn@mtnl.net.in, dgmenn@gmail.com
Cellular	Mumbai, Navi Mumbai, Thane Dist. (upto Dombivali and Vashi)	Shri. R C Shinde , DGM (WS)	5th Floor, Admn Wing, BKC Tele Exch Bldg, Kurla (W), Mumbai-98	Tel No : 26540486 Fax No : 26521441 Email : dgmsurveyms@gmail.com