

MAHANAGAR TELEPHONE NIGAM LIMITED, DELHI
APPLICATION FORM FOR NEW INTERNET CONNECTION

FOR OFFICE USE ONLY
Password Reference No.----- -----
Customer Code-----
Booking Date-----
Signature-----

FOR HELPDESK USE
Opening Date-----
Signature-----

Note: Please read the instructions & broad terms and conditions before filling up the form.

1.PERSONAL/COMPANY DETAILS

A) Name

B) Address for

Correspondence

Pin

C) Contact Phone No.----- Fax No.-----

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 (For informing account details)

2.SERVICE OPTED :(Please tick your choice)

PSTN Dial up	PSTN Unlimited plan	ISDN 64 Kbps	ISDN 128 Kbps
100Hrs Lifetime	One Month	100 Hrs.Lifetime	100 Hrs. Lifetime
250 Hrs Lifetime	Three Months	250 Hrs. Lifetime	250 Hrs. Lifetime
500 Hrs Lifetime	Six Months	500 Hrs. Lifetime	500 Hrs. Lifetime
	Twelve Months	1000 Hrs. 6Months	1000 Hrs. 6Months

3.User/Login ID

Choice1

Choice2

- 4.A) Additional Mail Storage:** -----MB(In Multiples of 2MB)
- B) Additional Personal Web Space:** -----MB(In Multiples of 2MB)
- C)Additional E-Mail ID:** **Option1**----- **Option 2**-----
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- D)Fixed IP Access:** **PSTN**-----**ISDN**-----
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6.PAYMENT PARTICULARS :

CASH/DD Number-----Date----- Amount-----

Bank Name-----Branch-----

I/We have carefully read the terms and conditions of the agreement and technical specifications of MTNL Internet access Services and agree to abide by the same.

Date-----
Applicant

Signature of the

RECEIPT

Recieved from Mr./Ms-----

Rs.----- -(In words,Rs.-----)

Vide Cash/DD No.----- Dated-----

Drawn on -----(Bank's Name & Branch)

Customer Code-----

Signature

- Note:**1. Please quote your Customer Code No. for all future communications.
2.Please ensure you get following things alongwith this acknowledgement:

- 1)Pasword Envelope
- ii)Configuration Manual.

ANNEXURE

BROAD TERMS AND CONDITIONS OF MTNL, INTERNET ACCESS SERVICE SUBSCRIPTION

1. MTNL shall be free to update Internet access progressive 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 Center. In cases 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 right now. Exclusive gateway is likely to be organised by MTNL in future.
4. The current access network is likely to inhibit speeds. Improved speeds are likely to be available in future.
5. The subscriber of MTNL Internet Access Services is not allowed to resale the Internet Services (Except WWW Service).
6. Voice on IP is not permitted as per DOT regulations.
7. 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.
8. The subscriber is required to ensure that objectionable or obscene messages or communications, which are in consistent with the established laws of the country are not made by him or any other person using his password.
9. MTNL may revise the tariff for MTNL Internet Access Services from time to time at its discretion.
10. 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, any they shall not be liable for any cost or damage arising either directly or indirectly from any such transaction. It is solely 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.

11. 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.

12. The subscriber is required to abstain from putting unsolicited massaging on server hosted at MTNL 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 subscriber.

13. 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.

14. 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.

15. payment of bills - it would be the responsibility of subscriber 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 subscriber.

16. Force Majeure - if 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 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.

17. 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.

GENERAL INSTRUCTIONS

1. Please fill each box with CAPITAL LETTERS Only.

2. User / Login ID

(i) Should be filled in CAPITAL LETTERS (only for the purpose of filling this form); in normal use it MUST be entered in lower case only. It should be restricted to four to eight characters.

(ii) Should be a unique name - not a common one. It can be a combination of alphabets & numerals but not starting with a numeral, It MUST NOT include any special character / symbol either.

(iii) Out of the two choices - whichever is accepted by the system - will be selected. If both are not accepted, customer will be contracted for yet another one.

3. E-Mail ID

(i) By default your selected user ID will be your E-Mail ID. For 100 Hrs/250 Hrs/500 Hrs plane you can get three/five/nine additional email-id &

(ii) By default 8MB/12MB/ 20MB Mail Storage will be provided free at the time of new registration of 100 Hrs/ 250 Hrs/ 500 Hrs plan respectively.

4. Unlimited usage plan is available for PSTN dial up only in the slab of one month, three monthss, six month & one year.

5. Demand Draft (DD) is to be drawn in favour of MTNL, Delhi.

6. For future correspondance quote your Login-id/Password ref. number.

7. For PSTN Dial-up, MTNL Internet Access No. is 172230.

8. For ISDN Dial-up, MTNL Internet Access No. is 4694444.

9. MTNL Internet Help Desk No is 1600-111-172, 3359272 & Fax No. 3359173.