



CUSTOMER APPLICATION FORM
VoIP Service



Please fill this form in CAPITAL LETTERS in black ink only

(A) MTNL Subscriber ID (CA Number as printed in the bill): [grid]

MTNL Landline number on which BB is working & VoIP is required: [grid]

Other Landline numbers: [grid] [grid] [grid]

(B) Subscriber Profile:

Subscriber Name:

[grid]

Gender: Male [checkbox] Female [checkbox]

(C) Installation Address:

[grid] PIN [grid]

(D) Your Contact Number / email:

Home [grid] Office [grid] Mobile [grid]

Email: [grid]

(E) Select Your Package: (Your Service will be activated only after selecting a Package as addressed in ANNEXURE - 1)

Please note: Subscription to one Basic Package is compulsory. Prices of the Packages are subject to change.

Package Name. _____.

Please sign this Subscription Terms & Conditions:

This Subscription Terms & Conditions (which includes this Subscription Form, the Terms and Conditions and the Work Order) is made between MTNL and You, the subscriber whose name appears above on this page and who is bound to the Subscription Terms & Conditions by the signature, which appears below: We will provide you with the service subject to the conditions of this Subscription Terms & Conditions.

(F) I confirm that I have read and understood all conditions set out and I agree to abide by them.

Signature _____ Date: dd [grid] mm [grid] yyyy [grid]

[This Subscription terms & conditions must be signed only by the subscriber or Your Authorised Representative.]

Mac Address of VoIP: [grid] Sr No: [grid]

(To be filled by MTNL / AKSH)

Acknowledgement Slip

Received booking for MTNL VoIP connection for Plan _____ on telephone No: _____

Date: _____ (Signatures of MTNL Official) _____



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(A) TERMS & CONDITIONS: -

1. Booking will be confirmed subject to feasibility.
2. The applicant shall pay the registration fee deposit which will be charged in telephone bill.
3. MTNL shall have the sole discretion to accept or reject the application without assigning any reason. In case the application is rejected, the deposit shall be refunded to the applicant.
4. The ATA/ SIP Phone and the accessories shall be solely used for availing VoIP services on Triband of MTNL and shall not be used for availing services of any other Network.
5. The ATA/ SIP Phone and the accessories shall be used for making authorized calls and availing of authorized facilities.
6. The subscriber shall take adequate care of the ATA/SIP Phone, during the period of the agreement. Any willful default or damage to ATA/SIP Phone will be in the account of the subscriber.
7. The subscriber shall not without the prior authorization of MTNL, remove, transfer or otherwise relocate the ATA/SIP Phone from the original place of installation, failing which the deposit shall be forfeited & MTNL shall be entitled to recover the cost of the ATA/SIP Phone and / or initiate legal action
8. In case ATA/SIP Phone is lost or damaged on account of theft, burglary or by any other accident; the subscriber shall file a police complaint forthwith and notify MTNL of such loss immediately; failing which MTNL reserves the right to recover the cost of the ATA/SIP Phone from the subscriber.
9. In case of nonpayment / delay in payment of rentals. MTNL shall reserve the right to cancel / suspend the service and to discontinue the Services. In such cases, the subscriber shall return the ATA/SIP Phone in good working condition; failing which the deposit shall be adjusted towards the cost of ATA/SIP Phone.
10. The subscriber shall, in advance notify change of address / contact number to MTNL or its authorized representative for future correspondence / context.
11. In case the subscriber desires to discontinue the services, he shall return the ATA/SIP Phone in good working condition.
12. For reconnection / activation of the service earlier disconnected for any reason, the subscriber shall pay reconnection charges as prescribed from time to time.
13. VoIP services shall be available to the subscriber subject to Force Majeure conditions including but not limited to act of God, fires, strikes, embargoes, war insurrection, riots and other causes beyond the reasonable control of MTNL including atmospheric / topographical hindrances.
14. Subscriber/s are not authorized to install any Gadgets on ATA/SIP Phone without MTNL's prior written permission. The subscriber has to protect the ATA/SIP Phone.
15. Subscriber shall not be entitled to transfer or assign its obligations and liabilities under the terms and conditions to any other party under any circumstances without prior permission of MTNL. Any transfer affected in contravention of the expressed terms contained herein shall not absolve the Subscriber of its obligations /liability towards MTNL.
16. All taxes, levies etc. present and future shall be to the account of subscriber as applicable.
17. The tariff / charges for VoIP services are based on Agreements with International Carrier at the time of presentation of this form. In case of any change in these arrangements, additional applicable charges, shall be payable by the Subscriber. MTNL may revise the tariff for VoIP Services from time to time at its discretion.
18. The Subscriber shall make payment to MTNL against the bill raised by MTNL on or before the due date.
19. VoIP Service quality, functionality, availability and / or reliability may be affected and / or MTNL is entitled to, without any liability, refuse, limit, suspend, vary, disconnect and or interrupt the Services; in whole or in part, at any time in its sole discretion with respect to one / all Subscribers, without any notice or reasons. 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.
20. In case of misuse of Services or breach of any terms and conditions by the subscriber or use of services by the subscriber in such a manner that it violates any laws or adversely affects or interferes with MTNL Service, Company shall give notice of five (5) days to the Subscriber to remedy the breach. In case the Subscriber fails to remedy the said breach within the notice period, MTNL shall be entitled to discontinue the Services forthwith.
21. MTNL at its sole discretion may suspend/ discontinue the Services by giving reasonable notice to Subscriber.
22. The VoIP service is liable for disconnection partially or otherwise due to:
 - a. Changes in the law, rules, regulations or orders, directions, notifications etc by the Authorities.
 - b. Physical obstruction, geographic, topographic, hydrological, meteorological and other causes of cable interference or faults in other networks of International Carrier to which the Network is connected.
 - c. Any discrepancies / wrong particulars provided by the Subscriber.
23. Any dispute or difference of any nature whatsoever or regarding any right, liability, act, omission on account of any of the parties hereto arising out of or in relation to this terms & conditions shall be settled by arbitration in accordance to MTNL. However subscriber has right to appeal to the next higher authority.
24. The validity, construction and performances of terms and conditions herein shall be governed by and interpreted in accordance with prevailing laws. MTNL and Subscriber agree to submit to the exclusive jurisdiction of the Delhi Courts.
25. Availability of spare Ethernet port in case of subscriber owned modem will be the sole responsibility of the subscriber. In case subscriber wants to use encryption device at his premises he has to take prior permission of Telecom Authority.
26. The customer is required to fully comply with the provisions of the Indian Telegraph Act, 1885 and Information Technology (IT) Act, 2000 & the Indian Telegraph Rules made there under and any amendments or replacements made there to from time to time.
27. The amount of recharge coupon is not refundable.

I /We have read and understood the terms and Conditions provided overleaf and acknowledge that the tariff plan selected and I agree to be bound by the same. I /We agree to abide by the provisions of MTNL and the rules made there under and as also such amendments as may be made from time to time to these rules in so far as they relate to the Services. I/ We hereby declare and confirm that the above information provided by me / us is / are totally correct and true in every respect.

Place: _____

Signature of Subscriber : _____



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Abbreviations: VoIP Voice over Internet Protocol , SIP : Session Initiation Protocol , ATA : Analogue Telephone Adapter