



**BHARAT SANCHAR NIGAM LIMITED**  
(www.bsnl.co.in)  
**FORM FOR FIBER BASED SERVICES NEW CONNECTION**

Affix self signed  
passport size  
photograph  
(required for  
FTTH facility only)

**Companies/ Organizations**       **Individuals**

(tick appropriate box) (Please read the instructions before filling the form)

Whether Existing Customer of BSNL  Yes  No if Yes provide the Account Number \_\_\_\_\_

1. A. Title/ Name of the Customer / (SURNAME FIRST):  
/Company / Firm / Organization \_\_\_\_\_

B. Name of the Joint Applicant, if any : \_\_\_\_\_

2. Name of Father / Husband /  
Group / Proprietor / Partner(s): \_\_\_\_\_

3. Nominee Name: \_\_\_\_\_ 4. PAN/GIR No:

5. Contact Number if any: Home: \_\_\_\_\_ Business \_\_\_\_\_ Mobile \_\_\_\_\_

6. Complete Address where service(s) is / are required:  
House No \_\_\_\_\_ Street / Road / Village \_\_\_\_\_  
Bldg./Appt. \_\_\_\_\_ Area / Locality / Tehsil \_\_\_\_\_  
City/ District \_\_\_\_\_ PIN \_\_\_\_\_ State \_\_\_\_\_

7. Billing/ Correspondence Address (if different from 6 above)  
House No \_\_\_\_\_ Street/ Road/ Village \_\_\_\_\_  
Bldg./Appt. \_\_\_\_\_ Area/ Locality/ Tehsil \_\_\_\_\_  
City/ District \_\_\_\_\_ PIN \_\_\_\_\_ State \_\_\_\_\_

8. E-mail address (if any): \_\_\_\_\_ @ \_\_\_\_\_

9. Gender:  Male  Female 10. Date of Birth:

11. Whether the applicant is a retired or working Employee of Govt./PSU/CPSU/  Yes  No

12. Purpose:  Residence  Business  Govt.  PSU

13. Service Type:-  Broadband  IPTV/CABLE TV  Telephone  VIDEO

14. Number of Connections Required:-  Broadband  IPTV  Telephone

15a. Facilities Required on Telephones (tick whichever is required) (please affix photograph for ISD facility) :

STD  ISD  CLI  Hotline  Conferencing  Call Forwarding  Hunting facility  Abbreviated dialing

15b. Facilities Required on Video (tick whichever is required) (please affix photograph for ISD facility) :

Video conferencing  Video Calls  Others

16. Whether Telephone instrument is required:  Yes  No 17. Whether STB is required:  Yes  No

18. Type of ONT:  Type-A  Type-B

19a. Mention the tariff package required for  Broadband  IPTV  Telephone  
[Please see various tariff packages available] \_\_\_\_\_

19b. Bill frequency  Monthly  Yearly  Five Yearly

19c. Bundled Service Packages \_\_\_\_\_

20. Payment Mode: Cash/Demand Draft: \_\_\_\_\_ Amount \_\_\_\_\_

Payment Details: DD No. \_\_\_\_\_ Dated \_\_\_\_\_

Drawn On: Bank \_\_\_\_\_ Branch \_\_\_\_\_

I hereby declare that information given above is true to the best of my knowledge and I will abide by the prevailing Telegraph Act/ Rules framed thereunder & Tariffs as amended from time to time. I am not a defaulter on account of non-payment of bills for any telecom services provided by any service provider. In the event of any dispute concerning any telecom line, apparatus or appliance, bill etc., between me/us and BSNL, the matter will be referred to the sole Arbitrator, appointed by a nominated authority in BSNL and shall be governed by the provisions of the Arbitration and Conciliation Act, 1996.

**Signature of Customer/ Authorized Signatory**  
Signed on Date: \_\_\_\_\_

**Signature of Customer/ Authorized Signatory**

## TERMS AND CONDITIONS

1. Booking will be confirmed subject to feasibility
2. BSNL 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
3. The STB the ONT with power backup and the accessories (remote and cable wire) shall be solely used for availing triple play FTTH services of BSNL and shall not be used for availing services of any other network.
4. The Set Top Box ,the ONT with power backup and the accessories(remote and cable wire) shall be used for viewing authorised channels programmes and services
5. The subscriber shall take adequate care of STB and the ONT with power backup and its accessories during the period of the agreement. Any wilful defect or damage to STB and the ONT with power backup or its accessories will be on account of the subscriber. 10 Meter cat 5 cable is free.Extra @Rs.20 per meter
6. The Subscriber shall not without the prior authorisation of BSNL remove, transfer or otherwise relocate the STB and the ONT with power backup from the original place of installation failing which the deposit shall be forfeited and BSNL shall be entitled to recover the cost of the STB and /or initiate legal action.
7. In case of STB and the ONT with power backups lost or damaged on account of theft burglary or by any other accident the subscriber shall file a police complaint forthwith and notify BSNL of such loss immediately failing which BSNL reserves the right to recover the cost of STB and the ONT with power backup from the subscriber.
8. In case of non payment or delay in payment of rentals BSNL shall reserve the right to cancel/suspend the service and to discontinue the service. In such cases the subscriber shall return the STB and the ONT with power backup in good working condition failing which the deposit shall be adjusted towards the cost of the STB and the ONT with power backup.
9. FTTH plans are applicable as per plans and can be changed without any prior information to the subscriber within the scope of DOT / TRAI guideline.
10. The pay channel fee as prescribed from time to time for each selected shall be paid
11. The subscriber shall in advance notify change of address contact number to BSNL or its authorised representative for future correspondence context
12. In case the subscriber desires to discontinue the services he shall return the STB and the ONT with power backup in good working condition
13. For reconnection/activation of the FTTH service earlier disconnected for any reason the subscriber shall pay reconnection charges as prescribed from time to time.
14. IPTV services in respect of pay channels shall be available to the subscriber subject to force majeure condition including but not limited to act of God, fire, stinks, embargoes, war, insurrection, riots and other causes beyond the reasonable control of BSNL including atmospheric /topographical hindrances
15. Subscribers are not authorised to install any gadgets on STB and the ONT with power backup without BSNLs prior written permission. The subscriber has to protect the STB and ONT with power backup
16. 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 BSNL. Any transfer affected in contravention of the expressed terms contained herein shall not absolve the subscriber of its obligation/liability towards BSNL
17. All taxes, levies, etc present and future shall be to the account of subscriber as applicable,
18. FTTH services quality or functionality, availability and/or reliability may be affected and /or BSNL 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/al subscribers, without any notice or reasons.
19. 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 BSNL FTTH services, 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, BSNL shall be entitled to discontinue the service forthwith.
20. BSNL FTTH at its sole discretion may be suspend/discontinue the services by giving reasonable notices to subscriber.
21. FTTH service is liable for disconnection partially or otherwise due to:
  - a. Changes in the law, rules, regulations, or orders, direction, notifications etc by the Authorities.
  - b. Physical obstruction, geographic, topographic, hydrological, meteorological and other causes of cable interference or faults in other Network of International Carrier to which the Network is connected.
  - c. Any discrepancies/wrong particulars provided by the Subscriber.
22. Any dispute of 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 BSNL. However subscriber has right to appeal to next higher authority.
23. The validity, construction and performance of terms and conditions herein shall be governed by and interpreted in accordance with prevailing laws. BSNL and Subscriber agree to submit to the exclusive jurisdiction of the Delhi courts.
24. I hereby undertake that I will fully abide by Indian copyright Act 1994 as amended from time to time, I will not indulge in pilferage/copy of the content etc as prohibited by the law. In the even of such violation, civil or criminal action may instituted for injunction, actual damages (including infringer's profit) etc.
25. Availability of Audio-in and Video-in parts in TV will be the sole responsibility of the subscriber (Audio-in and Video-in ports are required for interfacing the STB).
26. The customer is required to fully comply with the provisions of the Indian Telegraph Act, 1985 and Information Technology(IT) Act, 2009 and the Indian Telegraph Rules made there under and any amendments replacements made there to from time to time.
27. The contract with BSNL for provision of FTTH Broadband services will be for a minimum period of 3 months from the date of commencement in accordance with tariff plan opted.

I/We have read and understood the terms and conditions provided overleaf and acknowledge that the tariff plan selected and I/WE agree to be bound by the same. I/We agree to abide by the provisions of BSNL and 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 \_\_\_\_\_