



**BHARAT SANCHAR NIGAM LIMITED**  
(www.bsnl.co.in)  
**FORM FOR NEW BROADBAND CONNECTION (DATA ONE)**

(Please read instructions overleaf before filling the form. Fields marked with \* are Mandatory)

**Customer Id\* :**   
(Existing Customers please fill in the Customer Id)

**BSNL Landline Number\* :** \_\_\_\_\_  
(Specify Telephone Number on which Broadband connection is required)

**1. Name of Individual Customer/ Company/ Organization:**

(TITLE)\*  (SURNAME)\*  (NAME)\*   
(Mr/Miss/Ms/Mrs/Dr)

**2. Connection Required By:**   
(dd /mm /yyyy)

**3. Casual Connection End Date :**   
(To be filled in for Casual Broadband Connection) (dd /mm /yyyy)

**4. Purpose of Connection\* :** Residential  Business  Office

**5. Bill Redirect Account:** \_\_\_\_\_  
(Refer Instruction #15)

**6. Bill Plan\*:**

**7. Broadband Rent Payment Option\*:** Monthly  Annually  Committed Period

**8. Modem Procurement Options\* :** Subscriber's own Modem  Outright Modem purchase from BSNL   
Rental Modem from BSNL  Free Modem (Available only for select Bill Plans)

**9. Modem Type:** Type I  Type II  Type III  Type IV   
(Refer Instruction #6)

**10. Modem Installation by\*:** Customer  BSNL   
(Refer Instruction #11)

**11. Choice of User Id/ Primary email Id:** I) \_\_\_\_\_ II) \_\_\_\_\_  
III) \_\_\_\_\_ IV) \_\_\_\_\_

**12. Choice of Additional email Ids:** \_\_\_\_\_  
(Multiple email Ids should be separated by commas)

**13. Customer Approached BSNL because of:** Newspaper Advertisement  TV Commercial  Website Advertisement   
BSNL Marketing Call  Campaign Code  (Refer Instruction #12) Others  Word of Mouth   
Customer Referral  Referral Customer Id: \_\_\_\_\_ (Provide Customer Id of BSNL Subscriber who referred)

**14. Payment Amount:** Rs. \_\_\_\_\_ **15. Payment Mode:** Cash  Demand Draft  Cheque  Bank Guarantee   
(Refer Instruction #3)

**16. Payment Details:** DD /Cheque /BG No. \_\_\_\_\_ DD /Cheque /BG Date   
(dd /mm /yyyy)

MICR Code: \_\_\_\_\_ Bank Name: \_\_\_\_\_ Bank Guarantee expiry date:   
(dd /mm /yyyy)

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.

<b>Signature of Customer/ Authorized Signatory</b>	<b>Signature of Customer/ Authorized Signatory</b>
<b>Signature Date:</b> <input type="text"/> (dd /mm /yyyy)	<b>Signature Date:</b> <input type="text"/> (dd /mm /yyyy)

<b>For Office Use Only</b>	
<b>Order Reference Number:</b> _____	<b>BSNL Officer's Signature:</b> _____
<b>BSNL Landline Number:</b> _____	<b>Date of Signature:</b> <input type="text"/> (dd /mm /yyyy)
<b>Franchisee Code:</b> _____	<b>Franchisee Signature:</b> _____ <b>Franchisee Stamp</b>

## INSTRUCTIONS

### GENERAL

1. The form may be filled up in Capital letters only.
2. Subject to the acceptance of the application and technical feasibility, BSNL will endeavor to provide the Broadband Service as soon as possible.
3. A Demand note will be issued to the Customer for depositing the charges payable as per the tariff plan selected for enabling the Customer to pay the same before commencement of service.
4. The contract with BSNL for provision of Broadband Services will be for a minimum period from the date of commencement (depending upon the plan chosen) in accordance with the tariff plan opted.
5. The upstream or downstream data rates for all Bill plans are applicable only for last mile. However, BSNL shall not be responsible for lesser download or upload data rates caused by the accessed website status or the International gateway or the media.
6. Only if Modem is rented or purchased from BSNL, Customers are free to choose their own Modem from out of type approved models (refer BSNL portal [www.bsnl.co.in](http://www.bsnl.co.in) for details). However, Customer requested Modem shall be provided subject to availability with BSNL. Type of free modem provided by BSNL on committed period plans decided by BSNL.
7. IP addresses assignment will be dynamic. However BSNL provides Static IP addresses to Customers only for specific Broadband Plans.
8. The Broadband connection will be withdrawn in case the Customer surrenders BSNL telephone line.
9. Shifting of Broadband connections is subject to the technical feasibility and would be done on payment of the applicable shifting charges.
10. The subscriber is required to fully comply with the provisions of the Indian Telegraph Act 1985, Indian Telegraph Rules and the Information Technology Act 2000 made there under and any amendments or replacements made thereto from time to time.
11. Installation charges shall be applicable if Customer wants BSNL to install the modem. A rebate in Installation charges would be given if modem is purchased or rented from BSNL.
12. If Customer has approached BSNL because of an advertisement in Newspaper, Television, Website or Marketing Call, please refer the campaign code if known.
13. Customer is advised to keep the Broadband Password confidential and keep changing it frequently to prevent misuse of the facility.

### BILLING RELATED CONDITIONS

14. Billing for Broadband service will be included in the normal b-fone bill. The billing cycle shall be same as b-fone billing cycle.
15. Customers wanting to redirect the Broadband rental or usage or non recurring charges or all of these to a Billing Account other than the one under which the Landline is tagged, should furnish the Billing Account number to which charge redirection should happen.
16. Customer opting for Committed Period plans will not be allowed to migrate to a lower tariff plan till the expiry of the committed period.

### RIGHT TO TERMINATE SERVICE

17. BSNL reserves the right to disconnect the service to any Customer in case there is sufficient evidence of the Customer intentionally or unintentionally using the service in a manner which would adversely impact BSNL or BSNL's network.
18. The customer shall be responsible for using the service only for Legal and appropriate purposes.
19. BSNL reserves the right to terminate the service in the event of non – payment of bills issued by BSNL in accordance with the tariff plan opted by the customer and the extent of usage or any default on the part of Customers.

### DISCLAIMER

20. BSNL will exercise all reasonable care in providing the services, but it is not responsible for interruption in service due to power failures, equipment malfunctions, or acts of natural calamity.
21. BSNL is not responsible for subscriber's computer hardware and software or area of Internet not under it's control. BSNL does not warrant privacy, security, or efficiency of the Internet.
22. BSNL is not responsible for actions taken by the Customers or others as a result of its services.
23. BSNL is not responsible for material, any person (including household members of the subscriber) may receive or transmit via the Internet, or for anything bought or sold via the Internet, or for any other result of an action taken by anyone using its services.