

**FORM FOR MAKING CHANGES TO EXISTING LANDLINE**

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

**Customer Id\* :**

**BSNL Landline Number\* :**

(Specify Landline connection which requires modification)

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

(TITLE)\*

(SURNAME)\*

(NAME)\*

(Mr/Miss/Ms/Mrs/Dr)

**2. Change Details :**

**A. Bill Plan Change :** New Bill Plan

**B. Calling Level Change :** STD ☐ ISD ☐ Add/Remove ☐ (A/R)

**C. Handset Change :** Change to CLI Phone ☐ Change to Non CLI Phone ☐ Add/Remove Extra CLI Phone ☐ (Refer Instruction #3)

Add/Remove Extra Non CLI Phone ☐ Number of Handsets to Add/Remove  (A/R)

**D. Facility Change :** (Refer Instruction #2)

**Remove :** CLIP ☐ Conferencing ☐ Incoming Call Barring ☐ Outgoing Call Barring ☐ 95 Barring ☐  
Call Hunting ☐ Hotline ☐

**Add :** CLIP ☐ Conferencing ☐ Incoming Call Barring ☐ Outgoing Call Barring ☐ 95 Barring ☐

Call Hunting ☐ Pilot Number :  Hotline ☐ Destination Hotline Number :   
(If Call Hunting is Required)

**E. Convert Free Phone to Normal Phone :** ☐ **F. Convert to/from FLPP :** Fixed Line to FLPP ☐ FLPP to Fixed Line ☐ (Refer Instruction #4)

**G. Safe Custody :** Apply ☐ Remove ☐ **H. Telephone Number Change :** Preferred Telephone Number  (Refer Instruction #5) (Refer Instruction #6) (Give Preference of last 4 digits)

**I. Closed User Group (CUG) Changes :** Add to CUG ☐ Remove from CUG ☐ CUG id :  (Refer Instruction #7)

**J. Centrex Changes :** Remove from Centrex Group ☐ Add to Centrex Group ☐ Centrex Group Id :  (If Addition to Centrex group is Required)

**I. Closure of Landline Connection :** Reason for Closure

**3. Change Required by :**  (dd/mm/yyyy)

**4. Number of Landlines requiring Changes :**  (Refer Instruction #8)

**5. Payment Amount :** Rs.  **6. Payment Mode :** Cash ☐ Demand Draft ☐ Cheque ☐ Bank Guarantee ☐

**7. 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 agree to pay the prescribed charges, as amended from time to time.

**Signature of Customer/Authorized Signatory**

**Signature Date :**  (dd/mm/yyyy)

## For Office use Only

Order Reference Number : \_\_\_\_\_

BSNL Officer's Signature : \_\_\_\_\_

Billing Account Number : \_\_\_\_\_

Date of Signature 

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(dd/mm/yyyy)

Franchisee Code : \_\_\_\_\_ Franchisee Signature : \_\_\_\_\_ Franchisee Stamp

### INSTRUCTIONS

1. The form may be filled up in Capital letters only
2. **Phone Plus features** : Features like Abbreviated Dialing, Call Waiting, Call Transfer and conditional Call Transfer on Busy and No Response are being given by BSNL free of cost and do not require Customer to specify the same
3. **Handset Availability** : Customer requested handset shall be provided subject to instrument availability with BSNL
4. Tick if conversion is required. Conversion of free phone to normal phone is compulsorily required in order to disconnect a normal phone having a free phone associated to it.
5. Customer can request BSNL to keep his Landline under Safe Custody by making an advance payment. During safe custody period, normal bill plan of Customer will change to Safe Custody plan and his incoming/ Outgoing calls will be barred. Bills will continue to be generated and will be adjusted against the advance payment made by Customer. On exhaustion of advance amount, landline connection will go into disconnection due to non payment, unless the Customer makes intermittent advance payments or applies to reverse the landline from Safe Custody
6. Customer can opt to change his BSNL Telephone Number (also known as CLI) without changing his installation address. In case of change of installation address please fill in the "Shift" Application form
7. **Closed User Group (CUG)** : The CUG service enables BSNL subscribers to form groups and make calls within the group at discounted rates. A specific user may be a member of one or more closed user groups. Please fill 2.1 to join/leave an existing CUG. Subscribers willing to create a new CUG should first fill in a separate CUG form listing down all telephone numbers forming the group, and then apply individually through point 2.1 of this form.
8. **Number of Telephone connections requiring identical changes** : If Customer has more than one telephone connection in the same name and wishes the same change details mentioned in this form to apply to all connections, then he/she may indicate here the number of such telephone connections. And list down all Telephone numbers (along with STD code) on a separate sheet of paper, duly signed.
9. In case of sole proprietary concern, proprietor may sign himself and affix rubber stamp.
10. In case of partnership concern, all partners or any one of the partners duly authorized or Person with the Power of Attorney may sign. In case of Company, signature should be of a person on behalf of a Company, in accordance with the provisions of its Articles of Association. In case of partnership concerns, copy of (i) Power of attorney for authorization & (ii) Partnership Deed and in case of Limited Company, a copy of Articles of Association, may be attached.
11. In case of Government Departments, authorized person may sign and affix rubber stamp.
12. If at any stage information furnished is found false - Telecom Service / Telephone provided is liable to be disconnected immediately without any notice.