

राजस्थान सरकार
ग्रामीण विकास एवं पंचायती राज विभाग
(अनुभाग-3, महात्मा गांधी नरेगा)



एफ 20 (35) ग्रावि/नरेगा/विविध/2010

जयपुर, दिनांक

जिला कलेक्टर एवं जिला कार्यक्रम समन्वयक,
महात्मा गांधी राष्ट्रीय ग्रामीण रोजगार गारंटी योजना,
समस्त राजस्थान।

25 JUN 2013

विषय : महात्मा गांधी नरेगा योजनान्तर्गत बीएसएनएल प्रीपेड मोबाईल फोन सीयूजी प्लान-1100 के क्रम में।

महोदय,

उपरोक्त विषयान्तर्गत भारत संचार निगम लिमिटेड का पत्र दिनांक 18.06.2013 की प्रति संलग्न कर निवेदन है कि महात्मा गांधी नरेगा योजनान्तर्गत उपलब्ध कराये गये सीयूजी मोबाईल फोन कनेक्शनों के सत्यापन के लिए बीएसएनएल द्वारा प्रत्येक जिले की सूची, आवेदन पत्र मय फोटो, फोटो आईडी एवं एड्रेस प्रुफ चाहा गया है।

आपके जिले में उपलब्ध कराये गये समस्त मोबाईल फोन के वर्तमान उपयोगकर्ताओं के मोबाईल नंबर, नाम, पदनाम एवं पते सहित संलग्न प्रपत्र में सूची भिजवावे। साथ ही संलग्न आवेदन पत्र भरकर अधिकृत हस्ताक्षरों सहित फोटो लगाकर तथा फोटो आईडी मय एड्रेस प्रुफ के इस कार्यालय को भिजवाये।

कृपया समस्त जिले के मोबाईल उपयोगकर्ताओं की उक्त सूची, आवेदन पत्र एवं फोटो आईडी आदि सूचनाएं इस कार्यालय एवं आपके जिले के बीएसएनएल कार्यालय को एक सप्ताह में भिजवाना सुनिश्चित करावें।

भवदीय

(बद्री नारायण)

अतिरिक्त आयुक्त (द्वितीय) ईजीएस

प्रतिलिपि :- समस्त अतिरिक्त जिला कार्यक्रम समन्वयक एवं मुख्य कार्यकारी अधिकारी, जिला परिषद समस्त राजस्थान को प्रेषित कर लेख है कि वांछित सूची एवं आवेदन पत्र तुरन्त भिजवाना सुनिश्चित करावें।

अतिरिक्त आयुक्त (द्वितीय) ईजीएस

भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

To,

The ADDL Commissioner II
नरगा ग्रामीण विकास विभाग
शासन सचिवालय जयपुर

No:-CO(GSM)/Verification of Bulk Connections/PGMTD-JP/12-13/--Dated:-01/11/2012

Subject:- Regarding Verification of BULK CONNECTIONS of Prepaid and Postpaid mobile connections of Jaipur SSA

As above cited subject as per guideline of DOT Bulk Mobile Connections of Jaipur SSA (Prepaid and Postpaid) are to be verified as per new procedure. so that it is intimated to you all the mobile connections are issued to your Office/Company are to be verified with Complete One CAF (With Photo, Photo Id, Address Proof) with authorized signatory with seal and signed containing list of all connections having Name and Address of User are to be required to this office.

So kindly give coordinate to complete the formalities at your end as earlier as possible.

J.T.O. CAF (GSM)
O/o PGMTD, JAIPUR-10
JTO(CAF)

BSNL Office

O/ O PGMTD, Jaipur

Mobile Number:-9413395380

Name of User BULK Connections:- _____
Dated:- _____

Serial NO.	Mobile Number	User Name	Designation	Address of User

Name of _____

Signature of Authorized /In charge/Coordinating Officer

Serial NO.



BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)
FORM FOR PRE-PAID CELLULAR CASH CARD CONNECTION

Affix self signed passport size photograph

RAJASTHAN TELECOM CIRCLE	CITY
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1. Title/Name of the Customer/ Company / firm /Organization (Surname/First Name / Middle Name)
[.....]
2. Name of Father / Husband / Group / Proprietor / Partner(s)
[.....]
3. Status of Customer: Individual Statutory Body Government PSU Trust Society Proprietorship Firm/Company Association
(Please tick) Foreign National Others
4. Sex : Male Female 5. Marital Status: Single Married 6. Date of Birth: [.....]
7. PAN/GIR No. (In case PAN / GIR No. is not there, submit IT declaration in Form 60/61) [.....]
8. Working Telephones Nos. a) BSNL _____ b) Others _____ c) Fax No. _____
9. E-mail address : _____ @ _____ 10. Nationality _____
11. Profession : Service Self Employed Professional Student House wife
12. Monthly Household Income (Rs.) <5,000 5-10,000 10-15,000 >15,000
- 13a. Permanent Residential Address : (Supported with Documentary Evidence-Refer Clause 2.2 of the terms & conditions)
[.....] Phone :
[.....] Pin: [.....] Fax :
- 13b. Present Residential Address :
[.....] Phone :
[.....] Pin: [.....] Fax :
14. Office / Home Address / (if different from 13 above)
[.....] Phone :
[.....] Pin: [.....] Fax :
15. Proof of Photo Identity (Refer Clause 2.3 of the terms & conditions) _____
16. Out station customers Details of Local Reference : Name Phone No. (if any)
(See Clause 2.4 of the terms & conditions) Address :
17. Payment Mode : Cash Cheque Demand Draft Credit/Debit Card Amount (Rs.) [.....]
Cheque/DD No. [.....] Bank/Branch details: _____ Date : _____
Credit/Debit Card No. [.....] Valid up to : [.....]
- 18a. Bank A/C details : Bank _____ Branch _____ Saving/Current Account No. _____
- b. Credit Card details if any : Credit Card No. _____ Type Gold/Diner/Visa/ Master/AMEX/Other _____
Issuing Organisation : _____ Expiry Date _____
- c. Vehicle Regn. No. _____ Two/Four Wheeler _____ Make/Model _____
19. Make & Model No. of handset, if any : _____
20. Certification of document verification : Certified that the identity bonafide and address of the applicant have been verified by me/my representative by cross-checking with original documents.

Name of franchisee/SSA of Customer Service Centre	Franchisee Code & Stamp/Name of BSNL Official	Signature
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I/We 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 there under & Tariffs as amended from time to time. I/We am/are not a defaulter account of non-payments of bills for any telecom services provided by any service provider. I have read and understood the terms & conditions provided overleaf to the form for post paid cellular services and accept them as binding one me. I/We have understood all rates, charges and related terms and conditions at which telecommunications services are provided by BSNL as applicable on this date and as amended from time to time. I/We confirm that the information(s)/particulars supplied by me is correct in all respects. I/We declare that in case of roaming abroad my usage amount will not exceed the limit prescribed by FEMA regulation.

[.....]	[.....]	Signed on: Date	[.....]
Signature of Customer/Authorised Signatory	Signature of Customer/Authorised Signatory		

FOR OFFICIAL USE ONLY

- A. MOBILE INSTRUMENT (Applicable if provided by BSNL) Make Model B. IMEI No. [.....]
- C. Date of Receipt of Form : _____ D. Whether the customer is Urban Rural
- E. Recharge / Excel SIM Charges details Amount : receipt vide receipt No. Dated of BSNL/ Franchisee (To be filled by CSR of BSNL/Franchisee)
- F. Details of Excel Customer entered in system on dated : Signature of CSR/Official

Signature of C.O.

★ SIM Card Receipt : SIM No.	[.....]	Cellular No. : 9 4 [.....]
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Received by (Name) Dated Customer Signature

TERMS & CONDITIONS

An agreement is formed between the customer named overleaf (hereinafter referred to as the Customer) and Bharat Sanchar Nigam Limited (hereinafter referred to as "BSNL") a company registered under the companies Act 1956, House, B-14B, Barakhamba Road, New Delhi - 110 001 and Local Office at when the form overleaf or some other form or order (e.g. mail, Fax etc.) has been signed/sent by or on behalf of the Customer and BSNL has accepted the same, when used in these conditions.

- "Network" Means the BSNL GSM Network.
- "Customer Equipment" Means GSM mobile telephone equipment described in the Agreement.
- "Services" Means the services, which enable the Customer when using the equipment to have two way communication over the network and includes other value added/supplementary Services offered by BSNL and specifically, opted by the Customer.
- "Tariff" Means and includes the agreed Tariff schedule and all rate and related conditions such as deposits installation fees, rental, usage charges and any other related fees and service charges under the Tariff schedule as notified and published by BSNL from time to time for providing the services and value added/supplementary services.
- "SIM" Means a Customer Identification Module being a card or microchip programmed with data, which is used to gain access to the network.
- "Customer" Means a person/company/firm or any other association of persons who has subscribed for services under this agreement. This agreement binds the customer and whenever & wherever applicable, his heirs, executors, administrators, successors and permitted assigns and benefits BSNL and its successors and assigns.

1. PERIOD OF AGREEMENT

1.1 The Agreement period shall run in concurrence with License Agreement between the Department of Telecommunications, Ministry of Communications, Government of India and BSNL for the operation of Cellular Mobile Telephone Service in the concerned licensed geographical areas & shall be subject to all applicable laws, byelaws, rules, regulation, notifications, orders, directions of the Government/Court/Tribunal and shall be subject to other terms of the Agreement.

2. COMMENCEMENT

- 2.1 The customer shall ensure that he/she/it will duly fill and sign the form overleaf and all other required form, besides furnishing other particulars/documents for identification as required by BSNL/Govt. of India from time to time to become eligible for subscribing to the said Services rendered by BSNL. In the event of any default, on the part of customer as stated above, BSNL shall be well within its right to refuse the connection without any liability of the said customer to its network and even to disconnect the same in case the said customer is already connected the network and to forfeit the balance, if any, available on the card of the said customer and the same shall neither be credited nor refunded under any circumstance (s).
- 2.2 For proof of address customer has to submit along with form overleaf, self attested copy of any one of Electricity Bill/Water Bill/Ration Card/Passport/Telephone Bill/Voter ID Card/Driving License.
- 2.3 For Proof of Photo identify the customer shall submit along with form overleaf self attested copy of the (a) Photo Identity card issued by Government or Statutory Authority/Photo Credit Card/Driving License/Income Tax PAN/Passport/Arms License/Voter ID card (b) Public Limited Company May enclose certificate of incorporation along with any proof of identity, as indicated at (a) above of the authorized officer of the Company (c) In case of Government of India Undertakings, Government of India Offices/States Government Offices, the aforesaid requirements are dispensed with and self-certification on the letterhead will suffice along with the name and designation of the coordinating officer to be consulted in case of need (d) In case of Foreign Missions in India and other Foreign Agencies, the name and designation of the authorized officer along with details of officials etc. are required for whom the Cellular Mobile Phone is intended.
- 2.4 In case of outstation customers, details of local reference (s) are required to be given.
- 2.5 (a) For sole proprietary concern, proprietor may sign himself and affix rubber stamp on the form overleaf (b) in case of partnership concern, all partners or any one of the partners duly authorized or Person with the Power of Attorney may sign. (c) 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 Company, a copy of the Articles of Association, is to be attached.
- 2.6 If at any stage information in the form overleaf is found false- Telecom Service/Telephone provided is liable to be disconnected immediately without any notice.
- 2.7 Agreement commences upon BSNL activating the SIM card and continues subject to other terms, as per plan (s)/Scheme (s)/Services s. chosen by customer and operates concurrently with BSNL license to provide services. Any money paid by the Customer shall not create any right in favour of customer until activation. In addition, BSNL reserves the right to seek/verify financial and other information from customer's Bankers/Credit providers and such other sources and reserves the right to reject subscription even after activation for any reason without liability.
- 2.8 Customer represents that he has been fully informed about the Cellular Mobile Telephone Services Provided by BSNL, its specifications, requirements, limitations, tariffs etc. and has only there upon signed this agreement.
- 2.9 BSNL shall be at liberty to provide the services under any brand name.
- 2.10 The information provided by customer/gathered by BSNL shall become BSNL's property even if application is rejected/refused or connection is disconnected as the case may be and can be used by BSNL in any manner, if deemed fit.

3. SERVICES

- 3.1 The customer shall be provided a SIM card along with PIN (Customer's Security Code), and a personalized Telephone Number (which can be changed by BSNL at any time) to enable the customer to use BSNL services upon acceptance, within BSNL System operating range in the licensed geographical areas. The said SIM card or personalized telephone number remains exclusive property of BSNL. The customer being licensed only during the Agreement period to use it to obtain access to the network and shall be deemed to have been returned by the customer upon the termination/_____determination here of, and/or upon disconnection of service.
- 3.2 The SIM card and personalized Telephone Number is and shall always be the sole property of BSNL and shall be returned by customer(s) upon termination/determination, hereof, and/or temporary suspension of services.
- 3.3 For change/addition/deletion of any feature/supplementary services/scheme/plan, customer shall fill up the requisite form and be bound by the additional terms thereof. Any change or withdrawal from any supplementary services etc. shall not entitle the customer to any refunds or adjustments of the moneys already paid, billed or to be billed under the additional terms.
- 3.4 Customer cannot use the service for any unlawful or illegal purpose or immoral improper or abusive purpose or for sending obscene, indecent, threatening, harassing, unsolicited messages, or messages affecting/infringing national interest nor create any damage or risk to BSNL or its network and/or other customers which relates to the network the service equipment or connected matters. BSNL reserves the rights to disconnect service, without liability, if any, at its sole discretion on any such event.
- 3.5 Service quality, 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 service, in whole or in part at any time at its sole discretion, with respect to one/all customers without any notice, for any reason and/or due to various factors including but not limited to: (a) Government's, TRAI's rules, regulations, orders, directions, notifications etc. including changes thereto (b) Transmission limitations caused by topographical, geographical, atmospheric, hydrological and/or mechanical conditions (c) During technical failure, modification, up gradation or variation, relocation, repair and/or maintenance of the systems/equipments (d) To combat potential fraud, sabotage, willful destruction, etc. (e) If services is used in any manner, which violates any law etc. or adversely affects or interferes, in any manner, the rendering of services by BSNL (f) Any discrepancy/wrong particular(s) provided by the customer in the form overleaf. (g) Breach of any terms or conditions of this agreement on the part of the customer. (h) If rendering of services becomes impossible in view of the problems arising on account of interconnection between BSNL and other telecom service providers (i) Any other reasons, which is found to be reasonable by BSNL warranting suspension/disconnection (j) force-majeure circumstances (i.e. Acts of God). (k) Delay / non-payment of bills. (l) Incompatibility with equipments including customer Equipment.
- 3.6 Privacy of communication is not guaranteed and is subject to Government's Regulations and such other factors. BSNL is entitled to change, vary, add and withdraw any services /supplementary Services/Schemes/Plans etc. and/or to vary the terms and charges at any time, at its sole discretion. The rates/charges may also change as per the directives of TRAI or any statutory authority from time to time.
- 3.7 In case of expiry/deactivation, the cellular number may be allotted to another customer as per the sole discretion of BSNL. In that event, the customer shall not have any right or lien on the said cellular number. In case of suspension disconnection etc. reconnection may be made by BSNL in its sole discretion, on such additional terms as BSNL may determine.

4. BILLING AND PAYMENT

- 4.1 The billing cycle shall normally run on monthly basis or such other frequency as may be decided by BSNL from time to time and the periodic bills be issued accordingly. The Customer is responsible to pay his bills by the prescribed date. It is incumbent on the Customer to enquire for his/her balance and settle the same even in case of non-receipt of the monthly bill for any reason whatsoever.
- 4.2 BSNL reserves the right to raise interim bills and the customer agrees to make such interim payments as & when required by BSNL, based internal credit rating of BSNL.
- 4.3A In case any charges are disputed, customer shall intimate BSNL within 2 days of the receipt of bills. In case of non receipt of such information the charges will be presumed to have been accepted. Customer shall have to pay full amount even disputed charges pending settlement of disputes.
- 4.4 The Customer agree to pay BSNL the subscription charges, call charges, value service charges, supplementary service charges, BSNL charges for calls made from mobile to fixed network, monthly rental, NSD/ISD Charges, Services Tax, License Fee other taxes & duties etc and other charges payable for the services as published and notified by BSNL as per tariff applicable from time to time.
- 4.5 All charges and other sums to be paid by the Customer are due for payment by prescribed due date. All charges must be paid in full without any deduction, set-off with holding. All payments must be made in favour of AO (cash) BSNL of the concerned area.
- 4.6 The present rate of deposits, connection charges, monthly rental charges, call charges and other payable charges are set out in the "Tariff Schedule" as notified by BSNL. BSNL shall have the option to vary the tariff, charges for value added services, Supplementary services and any other conditions of services, retrospectively or from future date and the same shall be binding on the Customer.
- 4.7 If the Customer Equipment or a SIM is lost or stolen the Customer should inform BSNL immediately. This notification will authorize BSNL to suspend all or any part of the services and /or disconnect the Customer Equipment from the Network. However, the Customer remains liable for charges for all the calls made before such notification and suspension of services made by BSNL.
- 4.8 The Customer must pay call charges in respect of all calls made/received during the Agreement Period from / to his / her mobile number and / or SIM - whether or not authorised by the Customer and whether or not they exceed any credit limit, if any, agreed between BSNL and the Customer. This equally applies to all other tariff payments.
- 4.9 The loss of or inability to use the Customer Equipment or a SIM does not bring the Agreement or the Customers Liability to pay charges to an end.

- 4.10 Where a security deposit has been paid, BSNL is entitled to retain it and apply it as it decides in full or partial satisfaction of any sums due from the Customer to BSNL any time At the end of the Agreement period, provided all sums payable to BSNL have been duly paid, the balance (if any) of the deposit or fee will be repaid to the Customer on fulfillment of such conditions as may be intimated by BSNL. No interest will be paid on the deposit BSNL reserves the right to adjust the security deposit of the BSNL connection of one member of a family against the bill of the other BSNL connections issued by other family members.
- 4.11 The call pulse rate shall be governed by the rules and regulations as specified by the Regulatory Authorities from time to time and/or specifically specified by BSNL.
- 4.12 Itemized monthly bills are available on request and are chargeable in nature at such rate as may be decided by BSNL from time to time.
- 5. **PENAL CHARGES FOR DELAYED PAYMENT:**
- 5.1 The payment against monthly bills beyond the stipulated date shall entail an interest charges @ 2% p.m. or such other rate /fixed amount as may be decided by BSNL from time to time. over the payment from the date it became due. This however is without prejudice to the rights of BSNL to suspend the services partially or fully due to non payment.
- 6. **SUSPENSION AND DISCONNECTION**
- 6.1 BSNL may at any time suspend, without notice and without any liability, the Services wholly or partially and /or disconnect any Customer Equipment from the Network for any reason which is found to be reasonable by BSNL including any of the following circumstances.
 - a) Due to any discrepancy noted in the material particulars provided in the Form overleaf including address confirmation.
 - b) The non-payment of bills beyond the due date. The BSNL reserves the right to totally or partially disconnect the Customer in case of non-payment of the due bill by the due date or case the cheque is dishonored. Although no notice is mandatory, call warning or an SMS message notified to the customer on his mobile number or any other verbal or written communication shall be construed as due notice in this regard.
 - c) During Technical failures, modification or repair or testing of the Network.
 - d) BSNL reserves the right to totally or partially disconnect the Customer connection or to put him on local calling facility or only incoming call facility with or without notifying him in the case of his exceeding the prescribed credit limit. BSNL does not however, guarantee to effect such suspension/disconnection immediately upon the customer reaching the credit limit. The BSNL has the right to predetermine (and prefix) the credit limit to usage of Air time Services, PSTN services and other Value Added Services. In the event of the Customer having exceeded his predetermined limit he will be responsible to pay for all the calls made and services obtained even beyond the state limit.
 - e) When this Agreement is determined owing to any reason in consonance with the terms of this Agreement.
 - f) Any other reason which is found to be reasonable by BSNL warranting suspension / disconnection.
- 7. **LIABILITY**
- 7.1 BSNL will not be liable to the Customer for any loss of business, profit, revenue or goodwill, anticipated savings, use or contracts or for any indirect or consequential loss how so ever it arises.
- 7.2 BSNL shall not be liable for any delayed activations.
- 7.3 BSNL will not be liable for any dealings of the Customer with any party, which is not authorised by BSNL to deal on its behalf.
- 7.4 BSNL makes no express or implied warranties guarantees, representations, or undertaking whatsoever, regarding the service, equipment etc. which are not expressly mentioned in this Agreement and shall not be liable to the customer and /or any person, firm or body corporate claiming through, under or in trust for the customer and the customer hereby waives and agrees to continue waiving all claims/actions for any delays, loss, damages, fee, costs orders judgment etc. direct/incidental or consequential arising out of any mistake, omission, interruption delays errors, defects or other failure with respect to the service / equipment or billing arrangements, payments or collection and or matters covered in clause 3.5 hereof etc. and or matters related to this agreement. Further the customer remains solely responsible to his own negligence acts or omission.
- 7.5 BSNL will not be under any liability for the Cellular Mobile Services under this Agreement or for any other failure to carry out its duties and obligations outside the BSNL's control such as atmospheric conditions, physical features (e.g. bridges and buildings) and the proximity of the base stations, Acts of God etc. and any other force major conditions due to which the services are affected.
- 7.6 BSNL is not responsible for the acts of Franchisees/Business Associates / Distributors / Channel Partner/Dealers/Retailers with regard to schemes which are not authorized by BSNL or which are purported to have been offered on behalf of BSNL without the latter's sanction.
- 7.7 A SIM is provided for the Customer's use in order to gain access to GSM network. It is the Customer's responsibility to keep these secure as BSNL is not liable for any loss or liability incurred by the Customer resulting from the unauthorized use. In case of loss of SIM card by the customer, the same should be reported to BSNL at the earliest. The issuance of new SIM card shall entail charges as set out in the Tariff schedule from time to time.
- 7.8 The SIM Card remains the constructive property of BSNL in the hand of the customer. The same shall be returnable to BSNL on Severance / Suspension of customer relationship for any reason whatsoever as per terms & conditions BSNL is not responsible for any manufacturing defect in SIM card after an expiry of 6 months from the date of purchase. Beyond this period, customer will have to obtain a new SIM card after paying the requisite charges in case of any defect in SIM Card.
- 7.9 The customer hereby agrees to indemnify and hold BSNL harmless against any claim against BSNL for libel of slander arising, out of communications sent or received by Customer on BSNL's Network. The Customer shall also indemnify BSNL for any claim claim against BSNL arising out of any infringement or violation of copyright by the Customer or by any one else using the mobile connection of the Customer.
- 7.10 BSNL shall not be responsible for any civil or criminal liability incurred by the Customer due to its misuse of the Service provided by BSNL i.e. any acts of commission or omission by the Customer.
- 7.11 BSNL shall not be liable for any act of commission or omission of any third party/ suppliers/manufacturers/including any agency/company offering any privilege or benefits to Customer without specific permission or authority of BSNL.
- 7.12 BSNL reserves the right to terminate the subscription of any customer who is not competent to enter into any contract under the Indian Contract Act, 1812.
- 7.13 Any increase/addition/introduction of taxes and /or levy of any taxes, duties or any other statutory charges etc. (present/future) shall be to the customer's account without any notice to him and shall at all times be deemed to be part of tariff.
- 7.14 Customer will provide to BSNL all information and co-operation that BSNL may reasonably require from time to time.
- 8. **SALE OR TRANSFER**
- 8.1 BSNL connection/SIM card shall be non-transferable in nature and any private transfers effected by the Customer shall not absolve the Customer of his primary duty towards BSNL for usage charges levied pertaining to such particular connections /SIM card and the customer alone shall be responsible for proper & bonafide use of the service.
- 8.2 BSNL's acceptance of Payment from a person other than the Customer shall not amount to BSNL having transferred or modified any of rights & obligations to the customer to such third parties.
- 9. **DISPUTE RESOLUTION**
- 9.1 In case of any dispute, the matter will be referred to the sole arbitration of Chief General Manager Telecom. BSNL of the concerned area or his nominee and will be governed as under Provisions of the Arbitration and conciliation Act, 1996 or any statutory modification or re-enactment there or any rules made thereof customer will have no objection in any such appointment that arbitrator so appointed is employee of the BSNL.
- 10. **ENDING THE AGREEMENT.**
- Except as provided elsewhere -either party may end the Agreement by written notice giving not less than 30 days to other party but such a notice shall not absolve the customer of its liability to make payments of the amounts that may be due, and outstanding on the date of such notice or as may become due subsequently.
- 11. **OTHER MATTERS.**
- 11.1 Any notice required to be given by the Customer to BSNL shall be given in writing to the BSNL at the designated address.
- 11.2 All the Bill will be sent to the address (or billing address) of the customer as given in the Agreement Form.
- 11.3 Where two or more persons constitute the Customer, their liability is joint and several.
- 11.4 This agreement is amenable to the jurisdiction of Courts at the only location of office of Chief General Manager Telecom, BSNL of the area concerned & laws of India.
- 11.5 The scope of the cellular services is governed by the Statutory Guidelines issued by the Telecom Regulatory Authorities & Govt. of India within the parameters of License Agreement executed with Ministry of Communications, Govt. of India. The cellular phone services are governed by the Telegraph Act, 1885 and the Indian Telegraph Rules, 1951 framed under the same act. as amended from time to time and the customer shall abide by them.
 - a) BSNL is entitled to change, vary, add, withdraw any services/Additional Services Supplementary Services etc. and/ or change vary, add, after, delete, withdrawn any /all charges/ prices/discounts /Surcharges etc. relating thereto including equipments, accessories and/or prices thereto etc. at any time, in its sole discretion for one or more or all customers.
 - b) All discounts or other special benefits announced by BSNL from time to time shall have the time limitation. BSNL shall have the right to withdraw / vary / extend any/all such discounts etc. at any time without notice.
- 12. **IMPORTANT:**
- 12.1 Peak, standard, and off-peak hours may differ from one operator to another.
- 12.2 Additional administrative charges may be levied on your roaming usage in the visited, networks.
- 12.3 The information provided overleaf shall be treated as part & parcel of this Agreement.
- 12.4 Monthly statement of charges would reflect only consolidated call charges for roaming calls and no bifurcation of air time and landline charges would be available.
- 12.5 While roaming, all incoming calls will be charged at STD/ISD rates, as applicable plus the incoming air time at the location being visited.
- 12.6 A service Tax as applicable shall be levied on all charges payable by the customer.
- 12.7 The customer has understood that depending upon different services/ plans chosen by various customers, the prices/charges, fee etc. applicable hereto may be also be different
- 13. **EQUIPMENTS.**
- 13.1 BSNL will test the equipment prior to activation & customer shall ensure its functionalities thereafter BSNL shall not be responsible for any of the defect/ fault etc. which is not expressly covered by the manufacture warranty of equipment. Any repairs/exchange carried out by BSNL at the request of customer for defects etc. shall be changed from the customer as per BSNL policy on the subject from time to time.
- 13.2 The customer shall ensure that the user/mobile terminal is type/model certified by an internationally accredited agency with respect to ITU/EETS/TEC standards or any other international standard as may be approved by the government. The terminal should carry a marking specifying their compliance with such standards.
- 14. **AMENDMENT TO AGREEMENT**
- 14.1 BSNL only may amend any part of this Agreement at any time by giving Customer prior notice. Customer's continued use of service of payment of any dues/bills after BSNL's has issued such amendment will constitute customer's agreement to all amendments I confirm and I have read the terms & conditions and I agree to abide by them.

Signature of Customer