

**BHARAT SANCHAR NIGAM LIMITED**

[Website : [www.bsnl.co.in](http://www.bsnl.co.in)]

**APPLICATION FORM FOR CLOSURE /SURRENDER OF TELEPHONE**

1. Name of the Subscriber : \_\_\_\_\_
2. Telephone Number : \_\_\_\_\_
3. Type of telephone : (i) Basic/FWT  
(ii) WLL (Mobile )  
(iii) Cellular Mobile
4. Address where telephone is installed : \_\_\_\_\_
5. Date from which telephone is required to be closed : \_\_\_\_\_
6. Reasons for surrender of telephone [Please tick the appropriate reasons] :
1. Moving to some other city
  2. Being an additional phone, not required
  3. Death of the original allottee
  4. Financial Constraints
  5. Closure of business
  6. Taking another type of connection from BSNL in place of this telephone
  7. Taking Mobile / fixed telephone from other company
  8. Not satisfied with BSNL's service on account of
    - i) Billing problems
    - ii) Commercial problems
    - iii) Frequent faults
    - iv) Improper behavior by BSNL staff (please give details)
  9. Any other reasons (please specify): \_\_\_\_\_
7. Address on which refund of security deposit after adjustment of outstanding bill/amount should be sent : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Contact telephone No., if any : \_\_\_\_\_

I undertake to pay any amount due to BSNL even after closure of the telephone connection.

Signature of the Customer  
Name: \_\_\_\_\_

**RECEIPT**

Received an application for closure w.e.f. \_\_\_\_\_ of telephone connection No. \_\_\_\_\_ working in the name of Shri/Smt./Ms. \_\_\_\_\_  
Dated of receipt of application : \_\_\_\_\_ Time of Receipt: \_\_\_\_\_