

INSTRUCTIONS

- The Certificate Applicant has to send the application form or submit it in person to Physical RA, Delhi/Mumbai. Physical RA address is given at the end. **OR** If the application is through LRA, the filled form is to be submitted to the LRA in person.
- The Certificate will be issued only if the application form is complete in all aspects.
- Columns marked with * are mandatory.
- Choose any one column from columns marked with #
- Along with the completed and signed application form, please attach copies of **three** documents as mentioned below: *[Copies should be attested by a gazetted officer /CA/CS/Bank attestation (from nationalized banks only)]*. If original documents are verified by MTNL authorized representative, only self attested copies may be submitted.
 - Identity Proof: PAN card/ Voter ID card /Passport /Employee ID card (Only Govt. or Public sector Organization)/Driving License.**
 - Proof of address: Passport/ Latest utility bill in the applicant's name (water, electricity, gas connection, or telephone) OR bank statement of the applicant and attested by the bank OR notarized and legally valid documents.**
 - Photo copy of ID card of attesting officer.
- Please also bring the originals of the above two documents (a & b) for physical verification while submitting application through LRA or RA. Both the documents should be valid at the time of application.
- Attach Demand Draft / Credit Card Payment Detail.

Physical RA Address:

Delhi: Sanchar Haat, Eastern Court, Janpath, N.Delhi-110050

Mumbai: 1st Floor, Malabar Hill Telephone Exchange, A.G Bell Marg, Mumbai-400006.

Checklist

Sl	Checklist	Initial of RA
Application Form, Supporting Documents, Payment, and Validation Check List		
1.	mtnlTrustLine Class 2 Individual Digital Signature Certificate form filled legibly (block letters or printed) (Yes / No)	
2.	Mode of payment: 1. Demand Draft (if applicable) (Yes / No) 2. Credit / Debit Card 3. Prepaid coupon (In case of through LRA)	
3.	Application form is signed by applicant (Yes / No)	
4.	Subscriber agreement is signed by applicant (Yes / No)	
5.	Supporting document attached (yes/ no) 1. PAN card/ Voter ID card /Passport /Employee ID card (Only Govt. or Public sector Organization)/Driving License 2. Passport/ Latest utility bill in the applicant's name (water, electricity, gas connection, or telephone) <u>OR</u> bank statement of the applicant and attested by the bank <u>OR</u> notarized and legally valid documents	
6.	Document 1: is valid at the time of application Document 2: is valid since last three months	
7.	Name on application and: Document 1 match exactly (Yes / No) Document 2 exactly match / are similar	
8.	The address given in the application form matches the address in the document 2 (Yes / No)	
9.	Signatures on application form, subscriber agreement and document 1 and 2 all match (Yes / No)	
10.	The following columns are filled in the application form: (Yes / No) 1. Full Name 2. Address 3. Address for Communication 4. Father's Name 5. Sex 6. Date of Birth 7. Nationality 8. E-mail address 9. Income Tax PAN# / Passport detail#/ Voter's Id card detail#/ Driving License Details # / Employee ID no# Bank Account Detail # 10. Mode of Payment	
11.	Payment Collected (Yes / No)	
12.	Crosschecked details entered into the billing system (Yes / No)	
13.	Pre registration No. (YES/NO)	
Smart Card / USB token Issuance Checklist		
14.	Smart Card Serial No Issued _____ PIN Letter handed over (Yes / No/NA) Smart Card/USB token Software handed over (Yes / No/NA)	
15.	Smart card / USB token receipt signed and returned by applicant (Yes / No)	
16.	Smart card/USB Token PIN changed by applicant (Yes / No/NA)	
Certificate Issuance Checklist		
17.	Certificate enrollment details: Common Name _____ E-mail address _____ Subscriber Id _____ Reference Id _____	
18.	Certificate Issuance details Certificate Serial Number _____	
19.	Receipt generated and given to applicant (Yes / No)	

SIGNATURE OF ISSUING RA OFFICER

SUBSCRIBER AGREEMENT

YOU MUST READ THIS SUBSCRIBER AGREEMENT BEFORE APPLYING FOR, ACCEPTING, OR USING A CERTIFICATE FROM MTNLTRUSTLINE. IF YOU DO NOT AGREE TO THE TERMS OF THIS SUBSCRIBER AGREEMENT, DO NOT APPLY FOR, ACCEPT, OR USE THE CERTIFICATE.

This Subscriber Agreement details the terms and conditions regarding Your application ("Certificate Application") for a Certificate and, if MTNLTRUSTLINE accepts Your Certificate Application, the terms and conditions regarding Your use of the Certificate to be issued by MTNLTRUSTLINE to You as "Subscriber" of that Certificate.

This Subscriber Agreement will become effective upon Your submission of the Certificate Application to MTNLTRUSTLINE or an MTNLTRUSTLINE RA. By submitting Your Certificate Application You are requesting MTNLTRUSTLINE to issue a Certificate to You and are expressing Your agreement to the terms of this Subscriber Agreement. MTNLTRUSTLINE certification services are governed by the MTNLTRUSTLINE Certification Practice Statement (MTNLTRUSTLINE CPS) as amended from time to time, which is incorporated by reference into this subscriber agreement. You agree to use the Certificate and any related CA services only in accordance with the MTNLTRUSTLINE CPS. By applying for a Certificate You confirm that You have read the MTNLTRUSTLINE Certification Practice Statement and agree to all its terms.

1. DESCRIPTION OF CERTIFICATES.

A Certificate is a digitally signed message that contains a Subscriber's public key and associates it with information authenticated by MTNLTRUSTLINE or an MTNLTRUSTLINE RA. MTNLTRUSTLINE under this Agreement offers three distinct classes ("Classes") of Certificates, Classes 1, 2, and 3. Each class of Certificates provides specific functionality and security features and corresponds to a specific level of trust. You are responsible for choosing which Class of Certificate You need. The following subsections state the appropriate uses and authentication procedures for each Class of Certificate. For more detailed information about MTNLTRUSTLINE's digital certificates, please see the MTNLTRUSTLINE Certification Practice Statement.

1.1. CLASS 1 CERTIFICATES.

Class 1 Certificates are issued to Individuals with valid e-mail addresses. Class 1 validation procedures are based on the assurance that the subscriber's Distinguished Name (DN) is unique and unambiguous within MTNLTRUSTLINE Repository and that the e-mail address in the DN is associated with the Public Key in the Certificate. Class 1 Certificates are appropriate for Digital Signatures, encryption, and electronic access control for non-commercial transactions where proof of identity is not required.

1.2. CLASS 2 CERTIFICATES.

Class 2 Certificates are issued to Individuals, and Devices. Class 2 validation procedures are based on the assurance that subscriber's Distinguished Name (DN) is unique and unambiguous within MTNLTRUSTLINE Repository and that the identity of the Subscriber based on information provided by the Subscriber in the Certificate Application does not conflict with the information in a MTNLTRUSTLINE approved and well recognized business or consumer database(s) (Validating Database). Class 2 Individual Certificates are appropriate for Digital Signatures, encryption, and electronic access control in transactions where proof of identity based on information in the Validating Database is sufficient. Class 2 Device Certificates are appropriate for device authentication; message, software, and content integrity; and confidentiality encryption.

1.3. CLASS 3 CERTIFICATES.

Class 3 Certificates are issued to Individuals, Organizations, Servers, Devices, and Administrators for CAs and RAs. The validation procedures for Class 3 Certificates issued to Individuals are based on the personal (physical) presence of the Subscriber before a MTNLTRUSTLINE authorized person that confirms the identity of the Subscriber using a well-recognized form of government issued identification and one other identification credential. The validation procedures for Class 3 Certificates issued to Organizations are based on a confirmation that the Subscriber Organization does in fact exist, that the organization has authorized the Certificate Application, and that the person submitting the Certificate Application on behalf of the Subscriber was authorized to do so. Class 3 Individual Certificates are appropriate for Digital Signatures, encryption, and access control in transactions requiring a high assurance about the Subscriber's identity. Class 3 Server Certificates are appropriate for server authentication; message, software, and content integrity; and confidentiality encryption.

1.4. TEST CERTIFICATES.

In addition to the three Classes of Certificates described above, MTNLTRUSTLINE also offers 'Test' certificates to its Subscribers. These 'Test' certificates are solely intended for evaluating the technical implementation of MTNLTRUSTLINE PKI and ascertaining the interoperability of MTNLTRUSTLINE Certificates with various applications and are not to be used or relied upon for any other purposes. The 'Test' Certificates are offered by MTNLTRUSTLINE on an 'as is' basis without any assurances about the accuracy, authenticity, integrity, or reliability of information contained in 'Test' Certificates. MTNLTRUSTLINE disclaims all warranties whatsoever with respect to 'Test' Certificates.

2. CERTIFICATE APPLICATION PROCESSING.

Upon MTNLTRUSTLINE's receipt of the necessary payment and upon completion of authentication procedures required for the Certificate you have applied for, MTNLTRUSTLINE will process Your Certificate Application. MTNLTRUSTLINE will notify You whether Your Certificate Application is approved or rejected. If Your Certificate Application is approved, MTNLTRUSTLINE will issue You a Certificate for Your use in accordance with this Subscriber Agreement. Your act of receiving a certificate from MTNLTRUSTLINE or an MTNLTRUSTLINE RA, or downloading a certificate, or installing a certificate from a message attaching it is considered Your acceptance of the Certificate. After You pick up or otherwise install Your Certificate, You must review the information in it before using it and promptly notify MTNLTRUSTLINE of any errors. Upon receipt of such notice, MTNLTRUSTLINE may revoke Your Certificate and issue a corrected Certificate.

3. OBLIGATIONS.

3.1. MTNLTRUSTLINE OBLIGATIONS.

MTNLTRUSTLINE agrees to:

- i. Perform the specific obligations described throughout the MTNLTRUSTLINE CPS.
- ii. Maintain Your Certificate and associated CRL in a 'X.500' compliant directory with LDAP access.
- iii. Regularly update the 'National Repository of Digital Certificates' (NRDC) about the Issuance, Revocation, or suspension of Digital Certificates.
- iv. Not disclose information provided by You to any third party unless the disclosure is with Your prior approval or is forced by a court order or other legal requirement.

3.2 YOUR OBLIGATIONS.

You, as the Subscriber of a Certificate from MTNLTRUSTLINE, agree to:

- i. Provide complete and accurate information in Your Certificate Application;
- ii. Assent to this MTNLTRUSTLINE Subscriber Agreement as a necessary pre-condition for obtaining a Certificate from MTNLTRUSTLINE.
- iii. Perform Subscriber functions in accordance with the specific obligations appearing throughout the MTNLTRUSTLINE CPS.
- iv. Use Your Certificate(s) in accordance with MTNLTRUSTLINE CPS § 1.3.4.
- v. Protect Your private key(s) in accordance with MTNLTRUSTLINE CPS §§ 6.1, 6.2, 6.4.
- vi. If You discover or have reasons to believe that there has been a compromise of Your private key or the activation data protecting such private key, or the information within the Certificate is incorrect or has changed, then You will promptly notify the entity that approved Your Certificate Application in accordance with MTNLTRUSTLINE CPS § 4.4.1.1 and request Revocation of the Certificate in accordance with MTNLTRUSTLINE CPS §§ 3.4, 4.4.3.1, and notify any person that may reasonably be expected by You to rely on a digital signature verifiable with reference to Your Certificate.
- vii. Cease use of Your private key(s) at the end of the key usage periods in accordance with MTNLTRUSTLINE CPS § 6.3.2.

You also agree not to intentionally monitor, interfere with, or reverse engineer the technical implementation of MTNLTRUSTLINE or otherwise intentionally compromise the security of the MTNLTRUSTLINE PKI.

4. WARRANTIES.

4.1. MTNLTRUSTLINE WARRANTIES.

MTNLTRUSTLINE warrants to You that:

- i. There are no material misrepresentations of fact in the Digital Certificate known to or originating from MTNLTRUSTLINE or its Sub-CAs or RAs,
- ii. There are no errors in the information in the Digital Certificate that were introduced by MTNLTRUSTLINE or its Sub-CAs or its RAs while approving the Certificate Application or issuing the Digital Certificate as a result of a failure to exercise reasonable care in managing the Certificate Application or creating the Digital Certificate,
- iii. Your Digital Certificate(s) meet all material requirements of the MTNLTRUSTLINE CPS, and
- iv. Revocation services and use of the Repository conform to the MTNLTRUSTLINE CPS in all material aspects.

4.2. YOUR WARRANTIES.

You warrant to MTNLTRUSTLINE and anyone who relies on Your Certificate that:

- i. Each digital signature created using the private key corresponding to the Public Key listed in the Digital Certificate is Your digital signature and the Digital Certificate has been accepted and is operational (not expired or revoked) at the time the digital signature is created,
- ii. You have been (since the time of its creation) and will remain the only person possessing Your private key and no unauthorized person has had or will have access to Your private key,
- iii. You have been (since the time of its creation) and will remain the only person possessing any challenge phrase, PIN, software, or hardware mechanism protecting Your private key and no unauthorized person has had or will have access to the same,
- iv. All representations made by You in the Certificate Application are true,
- v. All information supplied by You and contained in the Digital Certificate is true,
- vi. The Digital Certificate is being used exclusively for authorized and legal purposes, consistent with the MTNLTRUSTLINE CPS, and
- vii. You are an End User Subscriber and not a CA, and will not use the private key corresponding to the Public Key listed in Your Digital Certificate(s) for purposes of digitally signing any Digital Certificate (or any other format of certified Public Key) or CRL, as a CA or otherwise.

Signature of the Applicant

5. DISCLAIMERS OF WARRANTIES.

You agree that Your use of MTNLTRUSTLINE's service(s) is solely at Your own risk. You agree that all such services are provided on an "as is" and as available basis, except as otherwise noted in this subscriber agreement. MTNLTRUSTLINE expressly disclaims all warranties of any kind, whether express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement. Other than the warranties as set forth in section 4 above, MTNLTRUSTLINE does not make any warranty that the service will meet Your requirements, or that the service will be uninterrupted, timely, secure or error free; nor does MTNLTRUSTLINE make any warranty as to the results that may be obtained from the use of the service or to the accuracy or reliability of any information obtained through MTNLTRUSTLINE's service. You understand and agree that any material and/or data downloaded or otherwise obtained through the use of MTNLTRUSTLINE's services is done at Your own discretion and risk. No advice or information, whether oral or written, obtained by you from MTNLTRUSTLINE or through MTNLTRUSTLINE's services shall create any warranty not expressly made herein, you may not rely on any such information or advice. MTNLTRUSTLINE is not responsible for and shall have no liability with respect to any products and/or services purchased by you from a third party.

6. INDEMNITY.

You agree to release, indemnify, defend and hold harmless MTNLTRUSTLINE and any of its contractors, agents, employees, officers, directors, shareholders, and assigns from all liabilities, claims, damages, costs and expenses, including reasonable legal fees and expenses, of third parties relating to or arising out of

- This Subscriber Agreement or the breach of Your warranties, representations and obligations under this Subscriber Agreement,
- Falseness or misrepresentation of fact by You on the Certificate Application,
- Failure to disclose a material fact on the Certificate Application if the misrepresentation or omission was made negligently or with intent to deceive any party,
- Any intellectual property or other proprietary right of any person or entity,
- Your failure to protect the private key, or use a trustworthy system, or to take the precautions necessary to prevent the compromise, loss, disclosure, modification or unauthorized use of the private key under the terms of this Subscriber Agreement.

When MTNLTRUSTLINE is threatened with suit or sued by a third party, MTNLTRUSTLINE may seek written assurances from You concerning Your promise to indemnify MTNLTRUSTLINE, Your failure to provide those assurances may be considered by MTNLTRUSTLINE to be a material breach of this Subscriber Agreement. The terms of this section will survive any termination or cancellation of this Subscriber Agreement.

7. LIMITATIONS OF LIABILITY.

This section applies to liability under contract (including breach of warranty), tort (including negligence and/or strict liability), and any other legal or equitable form of claim. If you initiate any claim, action, suit, arbitration, or other proceeding relating to services provided under this agreement, and to the extent permitted by applicable law, MTNLTRUSTLINE's total liability for damages sustained by you and any third party for any use or reliance on a specific certificate shall be limited, in the aggregate, to the amounts set forth below:

CLASS OF CERTIFICATE	CLASS 1	CLASS 2	CLASS 3
LIABILITY CAPS	INR 1,000	INR 5,000	INR 15,000

The liability limitations provided in this section shall be the same regardless of the number of digital signatures, transactions, or claims related to such certificate. MTNLTRUSTLINE shall not be obligated to pay more than the total liability limitation for each certificate.

8. FIDUCIARY RELATIONSHIPS (NOPARTNERSHIP).

MTNLTRUSTLINE expressly disclaims any intention to create a partnership, employer/ employee relationship, joint venture, joint enterprise, or fiduciary relationship with MTNLTRUSTLINE or MTNLTRUSTLINE Enterprise RA Customer or MTNLTRUSTLINE Enterprise Sub-CA Customer on one hand and You (Subscriber) on the other hand. It is understood, acknowledged, and agreed that nothing contained in this agreement nor any acts of MTNLTRUSTLINE or any subscriber shall constitute or be deemed to constitute MTNLTRUSTLINE or MTNLTRUSTLINE Enterprise RA Customer or MTNLTRUSTLINE Enterprise Sub-CA Customer on one hand and You (Subscriber) on the other hand as partners, employer and employee, joint venturer, principal and agent, trustee and beneficiary, or as in a fiduciary relationship of any kind, in any way, or for any purpose.

9. FORCE MAJEURE.

Except for payment and indemnity obligations hereunder, neither party shall be deemed in default hereunder, nor shall it hold the other party responsible for, any cessation, interruption or delay in the performance of its obligations hereunder due to earthquake, flood, fire, storm, natural disaster, act of God, war, armed conflict, terrorist action, labor strike, lockout, boycott, provided that the Party relying upon this Section 7 shall have given the other party written notice thereof promptly and, in any event, within five (5) days of discovery thereof and (ii) shall take all reasonable steps reasonably necessary under the circumstances to mitigate the effects of the force Majeure event upon which such notice is based; provided further, that in the event a force Majeure event described in this Section 7 extends for a period in excess of thirty (30) days in aggregate, the other party may immediately terminate this Subscriber Agreement.

10. SEVERABILITY.

You agree that the terms of this Subscriber Agreement are severable. If any term or provision is declared invalid or unenforceable, in whole or in part, that term or provision will not affect the remainder of this Subscriber Agreement; this Subscriber Agreement will be deemed amended to the extent necessary to make this Subscriber Agreement enforceable, valid and, to the maximum extent possible consistent with applicable law, consistent with the original intentions of the parties; and the remaining terms and provisions will remain in full force and effect.

11. GOVERNING LAW.

You and MTNLTRUSTLINE agree that the information technology act 2000, information technology (certifying authorities) rules 2000 and information technology (certifying authority) regulations 2001, and any subsequent updates shall govern all services provided under this agreement.

12. DISPUTE RESOLUTION.

To the extent permitted by law, any and all disputes, claims or controversies arising out of or in any way connected with this agreement, its negotiation, performance, breach, existence, termination or validity shall be resolved by a meeting between the parties attended by individuals with decision making authority regarding the dispute, to attempt in good faith to negotiate a resolution of the dispute. If the parties are not successful in negotiating a resolution of the dispute within 30 days after such meeting, they must submit the dispute to the controller of certifying authorities (CCA). Under the IT Act 2000, the controller of certifying authorities (CCA) is authorized to resolve disputes arising out of CA services.

13. NON-ASSIGNMENT.

Except as otherwise set forth herein, your rights under this Agreement are not assignable or transferable. Any attempt by Your creditors to obtain an interest in Your rights under this Subscriber Agreement, whether by attachment, levy, garnishment or otherwise, renders this Subscriber Agreement voidable at MTNLTRUSTLINE's option.

14. SURVIVAL.

This Subscriber Agreement shall be applicable for as long as the Certificate remains valid and You have not breached any provision of this Subscriber Agreement. All payment obligations shall survive any termination or expiration of this agreement.

15. PRIVACY.

You agree that MTNLTRUSTLINE may place in Your Certificate certain information that You provide for inclusion in Your Certificate. You also agree that MTNLTRUSTLINE may publish Your Certificate and information about its status in MTNLTRUSTLINE's repository of Certificate information and make this information available to other repositories.

16. MODIFICATIONS TO AGREEMENT.

Except as otherwise provided in this Subscriber Agreement, You agree, during the term of this Subscriber Agreement, that MTNLTRUSTLINE Management may

- Revise the terms and conditions of this Subscriber Agreement; and/or
- Change part of the services provided under this Subscriber Agreement at any time. Any such revision or change will be binding and effective seven (07) days after posting of the revised Subscriber Agreement or change to the service(s) on MTNLTRUSTLINE's web site, or upon notification to You by e-mail or postal mail. You agree to periodically review MTNLTRUSTLINE's web site, including the current version of this Subscriber Agreement available on MTNLTRUSTLINE's web site, to be aware of any such revisions. If You do not agree with any revision to the Subscriber Agreement, You may terminate this Subscriber Agreement at any time by providing notice to MTNLTRUSTLINE. Notice of Your termination will be effective on receipt and processing by MTNLTRUSTLINE. Any fees paid by You if You terminate this Subscriber Agreement are nonrefundable. By continuing to use MTNLTRUSTLINE services after any revision to this Subscriber Agreement or change in service(s), You agree to abide by and be bound by any such revisions or changes.

17. NOTICES.

You will make all notices, demands or requests to MTNLTRUSTLINE with respect to this Subscriber Agreement in writing to:
MTNLTRUSTLINE Subscriber Notice, Mahanagar Telephone Nigam Limited, Jeevan Bharati, 124 Connaught Circus, New Delhi - 110 001
Tel: +91 11 2374 2212, Fax: +91 11 2335 9425, E-mail: notice@mtnltrustline.com

Date: ____/____/____
dd/ mm/ yyyy

Signature of the Applicant _____

Full Name in Block Letters _____