

**ANNEXURE -I**

		Mobile Servies	Landline	Broadband	CDMA	FTTH
Customer Care (24x7)	General Query	9869012345	1800 22 1500 ( toll free), 022-22221500	1800 22 1504 ( toll free), 022-22221504	022-22221502	1800 22 1500 (toll free), 022-22221500
	Complaints/ Requests	1503 (toll Free)	1500 ( toll free)	1504 ( toll free)	1502 (toll free)	1505 ( toll Free)
	Website	www.mtnlmumbai.in				
Appellate Authority ( 10.00 am to 5.30 pm Monday to Saturday, except 2nd Saturdays, Sundays and Closed Holidays)						
Name of SP/ISP	Service TYPE	Service Areas	Name and Designation of Appellate Authority	Address of Appellate Authority	T.No., Fax No and E-mail Id Address	
MTNL, Mumbai	Basic & Internet	Mumbai South Area	SM(OP-South)	City Tel. Exch., Hazari Mal Somani Marg , Fort, Mumbai	22016982,22017188, agmops@mtnl.net.in	
		Mumbai Central Area	SM(OP-Central)	Cumballa Hill Tel. Exch., Dr.G.D.Deshmukh Marg, Mumbai, 400 026	23535100,23535311, agmopc@mtnl.net.in	
		Mumbai North Area	SM(CC)N	Wadala Tel. Exch.,G.D.Ambekar Marg, Wadala, Mumbai, 400 014	24110099,24116900, agmccn@mtnl.net.in	
		Mumbai East-I Area	SM(OP-E I)	Nityanand Nagar Tel. Exch.,Andheri Link road,Nr Noori Mazjid, Ghatkopar,Mumbai	25005795,25005696, agmope1@mtnl.net.in	
		Mumbai East-II Area	SM(OP-E II)	Thane Charai Tel. Exch.,Mauli Mandal Road, Thane(W), 400 061	25349696,25412300, agmope2@mtnl.net.in	
		Mumbai Navi Mumbai Area	SM(OP-NM)	Vashi Tel. Exch.,Opp Vashi Bus Depot, Vashi, Navi Mumbai 400 073	27806005,27888004, agmpgnm@mtnl.net.in	
		Mumbai West-I Area	SM(OP-W I)	Bandra Tel. Exch.,Bandra Recl. Bandra Mumbai, 400050	26457000,26453366, agmopw1@mtnl.net.in	
		Mumbai West-II Area	SM(OP-W II)	Goregaon Tel. Exch.,S.V.Rd., Goregaon-(W) Mumbai	28769600,28711441, agmccw2@mtnl.net.in	
		Mumbai West-III Area	SM(OP-W III)	Kandivali Tel. Exch.,S.V. Road, Kandivili(W), Mumbai, 400 067	28010090,28057744, agmccw3@mtnl.net.in	
	Leased Line Services(Enterprise Network )	Mumbai, Navi Mumbai, Thane Dist. ( upto Dombilvali and Vashi)	SM( OP-EN)	Fountain Telecom Building -I Ground Floor Mumbai-1	22619348, 22616617, delcfc1@mtnl.net.in	
Cellular	Mumbai, Navi Mumbai, Thane Dist. ( upto Dombilvali and Vashi)	S.M. (CC-1) Mobile Services	7th floor, BKC Telephone Exch. Bldg. Bandra Kurla Complex, Kurla (W), Mumbai 400098	26542200, 26520918, tscbkc@mtnl.net.in		
Numbers other than Toll Free are chargeable						