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Manual of Practices

Fixed Line and Broadband Services

1. Background:

Airtel Telemedia Services brings to your home, its telephone lines to connect you to the rest of the world. We also bring to you high-speed internet connection through our broadband service.

We have always believed in a personal touch to all our interactions with you. This booklet is one such endeavour, and will provide you with information you need for your future interactions with us. It tells you about our service standards and our processes. It also describes how you can get your complaints resolved, should you, at any point in time, find our services below what we promise to deliver.

2. Service Availability:

We cover 94 cities in India across fifteen Circles (states) namely,

- Andhra Pradesh
- Delhi
- Gujarat
- Haryana
- Karnataka
- Kerala
- Kolkata
- Maharashtra
- MP and Chattisgarh
- Mumbai
- Punjab
- Rajasthan
- Tamil Nadu
- UP East
- UP West

3. Where to contact us:

Our offices are located in all cities where we service you. You may contact us at any of these offices closest to your location. You may also contact our Airtel Relationship Centers for all your queries, requests or complaints.

Alternatively, you may choose to call us from the comfort of your home, day or night, at our customer care number 121, or send us email at e-mail addresses as per your region given in the Annexure-3 or through our website www.airtel.in

Below is a list of addresses in our major cities.

City Name	Office Address	Board No
New Delhi (Registered Office)	Aravali Crescent, 1 Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi – 110070	011-46666100 011-42666500
BHOPAL	Bharti Airtel Ltd. 1, Malviya Nagar Bhopal – 462003	0755 - 4222222
BANGALORE	Bharti Airtel Ltd. Maruthi Infotech Centre, 11/1 & 12/1 , 1st Floor, Block A West Wing Koramangala Inner Ring Road, Amarjyothi Layout Bangalore – 560071	080 - 41100100
CHANDIGARH	Bharti Airtel Ltd. Plot No.159, Industrial Area,Phase 1 Chandigarh - 160002	0172 - 4600000
CHENNAI	Bharti Airtel Ltd. 101 , Oceanic Towers, 5th Floor, Santhome High Road, Chennai - 600028	044 - 42100200
HYDERABAD	Bharti Airtel Ltd. 6-3-1192 /1, 8rh FLOOR Block III , White House, Kundan Bagh, Begumpet. Hyderabad - 500016	040 - 40000259
KOLKATA	Bharti Airtel Ltd. DN 1,4th FLOOR, Eternity Bldng.Sec 5 College More ,Salt Lake Kolkatta – 700091	033-40016532
MUMBAI	Bharti Airtel Ltd. INTERFACE, 6th FLOOR, Building No 7, Near Goregaon Sport Club, Malad West Mumbai – 400064	022 - 40034002
Delhi	Bharti Airtel Ltd. 224, Okhla Phase 3 New Delhi – 110020	011-41612222

4. Airtel Contact Center: At Your Service 24x7:

Our customer contact officers are more than happy to serve you. Just call 121 from your Airtel phone, any time of the day (or night) and we will be there for you.

5. Service Benchmarks:

Airtel commits to provide you accurate, easy to understand, timely bills month after month. If you ever need clarifications or more information you can always reach out to us and we shall be happy to help. In the unlikely event that you spot any inaccuracies, we request you to bring it to our notice and we assure you that all bill disputes raised by you will be resolved within four weeks of registration.

Airtel strives to ensure the best of service levels for you. We endeavor to achieve the following bench marks for the following activities:

Type of Service Issue	Where to contact	Turn Around Time
Activation of your Phone connection	Call centre / Airtel Relationship Centre / Website	Within 7 days of application
Activation of your Broadband connection	Call centre / Airtel Relationship Centre / Website	Within 15 days of application
Disruption of phone services	Call centre / Airtel Relationship Centre	Within 3 days of complaint
Bill Discrepancy related issue	Call centre / Airtel Relationship Centre	Within 4 Weeks of complaint
Plan Change Request	Call centre / Airtel Relationship Centre	Within 4 Weeks of request.
Disconnection of telephone connection.	Call centre / Airtel Relationship Centre	Within 24hrs of receiving the request
Refund & full & final settlement	Call centre / Airtel Relationship Centre	Within 60 days of disconnection
Shifting of phone line	Call centre / Airtel Relationship Centre	Within 3 days of request
Transfer of ownership	Call centre / Airtel Relationship Centre	Within 7 days of submission of required documents

6. Complaint Redressal Process: Supporting You at Three Levels

6.1. First Level: Contact Center

In case you find that our services do not meet your expectations, please feel free to contact us, either at our Customer Care center, or at one of our offices, or at an Airtel Relationship Center.

You could reach our Customer Care team by:

1. Calling us at 121 for queries
2. Sending us an SMS at 121
3. Sending us an email at 121@airtel.in
4. Calling us toll-free at 198 for Complaints

We will log your concern, giving you a Service Request number (complaint registration number), which is a unique identification number for your complaint. We will let you know a timeline by which your concern will be resolved. Our team will resolve all your concerns according to the timelines promised.

6.2. Second Level: Nodal Officer

Should you fail to get a resolution after getting in touch with our contact center, we have appointed a Nodal Officer for each Circle. The Nodal Officer is your point of escalation for such cases. You may contact him/her by calling, or sending an email or a letter. Annexure 1 gives a list of all Nodal Officer and their contact details.

The Nodal Officer will redress your grievance within a maximum of 10 days.

6.3 Third Level: The Appellate Authority

Should the Nodal Officer be unable to resolve your grievance to your satisfaction, you could approach the next level, the Appellate Authority. As usual, you may contact him on his phone number, or sending him an email, or sending him a letter at the Circle Office address. Annexure 2 gives a list of all Appellate Authorities and their contact details.

The Appellate will redress your grievance within 3 months.

7. Procedure for Services:

To ensure transparency of communication, let us share with you some of our processes.

7.1. Shifting Your Connection:

- Shifting your connection to a new address will depend on whether we have our service available in the locality of the new address.
- In case you wish to shift your phone or broadband connection to a new address, all you need to do is fill up the prescribed form and submit it to one of our Airtel Relationship Centers. These forms are available at all Airtel Relationship Centers.
- You may also give your request by calling up our Contact Centre.
- In case you call our Contact Center, they will collect all relevant information like new address for installation, new billing address, and expected date of shifting.
- You will also need to give us a proof of new Billing address. This is mandatory regulation from Telecom Regulatory Authority of India (TRAI)
- You will need to clear all outstanding bills at the previous address before shifting can take place
- Airtel will take 3 working days to shift your connection within the same exchange, 5 working days for intra city and 30 working days for inter city exchanges.
- Shifting charges are applicable as mentioned in the below table

Product	Within the Same Premises	Within the Same Locality	Within the Same City	Outside City
Voice, DSL, BRI	NIL	Rs 300	Rs 300	Rs 300 (Free once in 12 months)
Data (ILP & LL) & PRI	NIL	Rs 3000	Rs 3000	Rs 3000

7.2. Changing Your Bill Plan:

- You can change your bill plan according to your needs, as and when you want. To change your bill plan, all you need to do is to submit a request for changing the bill at any of our Airtel Relationship Centers, or call our Contact Centre.
- We welcome you take help from our service personnel at the Airtel Relationship Centers or Contact Center to find out a plan suitable for your needs.
- We will not charge you for changing the bill plan. Once the bill plan has been changed, the new bill plan will be communicated to you within 72 hrs. Changes in Tariff plans below 2Mbps will take 3 working days and changes in Tariff Plans with 2Mbps and above speeds will take 5 days.
- The earlier plan will cease to exist immediately after the new bill plan becomes applicable.
- The impact of bill plan change will be visible to you only during the next bill cycle, when your next bill comes to you.
- In case the internet router at your home needs to be configured after change in plan, our engineer will visit your new address. We will not charge you for this visit.

7.3. Disconnecting Your Line:

- In case you wish to surrender your connection, you can log a disconnection request by calling our Contact Center, or sending us an email, or depositing a letter at our Airtel Relationship Center, or by sending us a fax.
- Within 24 hours of receiving your request, we will stop the rental charges on your connection.
- We will contact you to understand the reasons of disconnection.
- Subsequent to that, the connection will be terminated and your case will be processed for full and final settlement of all dues, either from us or from you.
- You will have to return the telephone instrument or modem in case it was taken on rent at the time of installation.
- Understandably, you will have to clear all outstanding at the time of disconnection.
- Full and final settlement will be done within 60 days of receiving your disconnection request. In case we need to refund you any amount, a cheque for that amount (after adjustment of initial payment) will be sent to you on the address given by you.

7.4 Transfer of Telephone ownership:

- As an Airtel customer, you can also change or transfer the ownership of your line to a relative, friend or a company.
- For this, a written request will be required, which you can submit to one of our Airtel Relationship Centers.
- The documents required for ownership change are:
 - ◊ No objection certificate by both parties, the current owner and the future owner of the connection
 - ◊ In case of company, Memorandum of Association
 - ◊ Photo identity proof of the future owner
 - ◊ Address proof of the future owner
- At present the Charges for transferring ownership are Rs.500 and in case of Blood relation it is Rs.100. In case some changes are announced in the future, we will communicate the same to you in advance at the time of submission of your transfer request.

8. Terms & Conditions:

1. The Customer will be required to fill Customer Enrollment Form (CEF) besides furnishing other particulars and documents as required by Bharti Airtel Limited to become eligible for subscribing to Services of Bharti Airtel Limited.
2. Services shall be provided within a reasonable time of receipt and acceptance by Bharti Airtel Limited of the Customer Enrollment Form.
3. Bharti Limited will allocate a telephone number and connect Customer Equipment to the Network. Telephone number remains the exclusive property of Bharti Airtel Limited, the Customer being licensed to use only during the Enrollment period.
4. Different plans/schemes shall have correspondingly different price/charges/fees and terms & conditions. It is understood by the Customer that the scheme/tariff if any, opted by him may be withdrawn or extended by Bharti Airtel Limited at its sole discretion within the overall Guidelines or TRAI and that the Customer shall not have any claim or right in such an eventuality.
5. If the fractional amount of total billed amount is more than 50p it is rounded up to nearest Rupee. If the fractional amount of total billed amount is less than 50p it is rounded down to nearest Rupee. Pulse is rounded up to the nearest pulse. For eg. 63 seconds will mean 2 pulses (if billing is on a 60 seconds pulse)
6. The billing cycle shall run on monthly/fortnightly basis, whichever applicable or such other frequency as may be decided by Bharti Airtel Limited from time to time.
7. Customer shall pay his bills by the due date in favor of "Airtel A/C No." as per plan or scheme

- opted by the Customer from time to time. It is the responsibility of the Customer to enquire of his balance at the end of each billing cycle & settle the same even in case of non-receipt of bills by him.
8. Customer shall pay all charges in full, without any deduction, set-off or withholding in respect of all calls made/Service availed from his telephone number, whether or not authorized by the Customer and whether or not these exceed the assigned credit limit.
 9. The payment against monthly bills beyond the due date by the Customer shall entail surcharge, or such other rate/fixed amount as may be decided by Bharti Airtel Limited from time to time. In case payment is effected after the due date, applicable discount/benefits shall stand withdrawn for that bill. This however is without prejudice to the rights of Bharti Airtel Limited to suspend or disconnect the Services partially or fully due to non-payment.
 10. In case any charges are disputed, Customer shall intimate Bharti Airtel Limited within two (2) days of receipt of bills and in case on non-receipt of such information by Bharti Airtel Limited the charges will be presumed to have been accepted. Customer shall also pay full amount of disputed charges if any, pending settlement of disputes.
 11. All taxes, present and future, and additional taxes/cess/duties etc. that may be levied by Government/local authorities etc. with respect to service provided under this CEF will be to the Customer's account.
 12. Customer is not authorized to use the services for any unlawful, improper or abusive purposes, or for sending obscene, indecent, threatening, harassing, unsolicited message, or messages affecting/infringing national security or interest, nor create any damage or risk to Bharti Airtel Limited or its Network and/or other Customer.
 13. The Customer shall comply with all applicable laws, byelaws, rules, regulations, orders, directions, notifications, etc. of the Government/Court/Tribunals/TRAI and shall also comply with all directions issued by Bharti Airtel Limited which relate to the Network, Services, Equipments, or connected matters and provide Bharti Airtel Limited with all information and co-operation that Bharti Airtel Limited may reasonably require from time to time.
 14. All Equipment, provided (but not sold) by Bharti Airtel Limited shall always remain the absolute property of Bharti Airtel Limited. The Customer shall only have the right to use the Equipment or other Equipment/Accessories during the term of this form. The Customer shall not resell or further distribute the services commercially.
 15. If the Customer Equipment is lost or stolen, the Customer shall inform Bharti Airtel Limited immediately. The loss of or inability to use the Customer Equipment shall not absolve the Customer from his liability to pay charges.
 16. The Customer shall neither shift the equipment nor transfer the same without seeking prior permission in writing from Bharti Airtel Limited for proposed shift/transfer. The shift/transfer if permitted shall be subject to such requisite formalities as may be specified by Bharti Airtel Ltd. Any failure to seek permission will entitle Bharti Airtel Limited to recover the equipment and also cancel/terminate the subscription.
 17. Bharti Airtel Limited will test the Equipment prior to its installation and the Customer shall certify its functionality at its premises at the time of installation. Thereafter Bharti Airtel Limited shall not be responsible for any defect/fault etc. that is not expressly covered by the manufacturer's warranty of the Equipment. Any such repair/exchange carried out by Bharti Airtel Limited for failure/defects shall be charged from the Customer as per Bharti Airtel Limited policy on the subject, from time to time.
 18. The Customer hereby agrees and undertakes to return the Equipment(s) immediately on temporary suspension of service or disconnection for any reason and/or determination/termination of CEF for any reason whatsoever. The Customer shall not claim any charge or lien on such equipment(s) even if any dispute is pending for resolution between the Customer and Bharti Airtel Limited.
 19. Bharti Airtel Limited shall have the option to vary, alter or amend any term and condition forming part herein/CEF due to administrative and commercial compulsions or for any other reason considered necessary in the interest of business operations
 20. Any disputes and differences arising between Bharti Airtel Ltd and the Customer will be

referred to a sole Arbitrator to be appointed by Bharti Airtel Ltd and the provisions of Indian Arbitration and Conciliation Act would apply.

Annexure 1: Nodal Officers

Circle	Officer Name	E-Mail Address	Phone No.	Fax No.	Office Address
Andhra Pradesh	Rajesh Sundarajan	Nodal.southabts@airtel.in	040-40000294	040-40000888	Bharti Airtel Ltd 6-3-1192/1, 8th Floor, Block 3, White House, Kundan Bagh, Begumpet, Hyderabad -500 016
Delhi & NCR	Gurmeet S Sandhu	nodal.ncr@airtel.in	011-41614777	1141613579	Bharti Airtel Limited, 224, Okhla Industrial Area. Phase III. New Delhi 110020
Gujarat	Rishi Wahi	nodal.west@airtel.in	079-40020142	079-40024003	Bharti Airtel Limited Zodiac Square,4th Flr, Near Gurudwara, Above Vishal Mega Mart, Thaltej,Ahmedabad- 380054
Haryana	Gurjeet Kaur	nodal.haryana@airtel.in	0180-4035835	0180-4042855	Bharti Airtel Limited, SCO 30, Sec 25, Transport Nagar, Near Malik Petrol Pump, Panipat 132103
Karnataka	Lalit Chabra	Nodal.southabts@airtel.in	080-41115338	080-41112348	Bharti Airtel Ltd Maruthi Infotech Center 11/1 & 12/1, Block A, West Wing, Koramangala - Inner Ring Road, Amarjyothi Layout, Bangalore - 560071
Kerala	Subi C John	nodal.southabts@airtel.in	0484-4010086	0484-4010986	Bharti Airtel Ltd Airtel House, 28/243, Near Malayala Manorama, Panampilli Nagar, Cochin - 682036
Madhya Pradesh & Chhatisgarh	Anil Rai	nodal.central@airtel.in	0755-4200460	0755-4223231	Bharti Airtel Ltd 1, Malviya nagar, Near Titan Showroom Bhopal – 462003
Maharashtra	Rishi Wahi	nodal.west@airtel.in	020-40031234	020-40038899	Bharti Airtel Limited, 4th Floor, Vega Center, D Block, Shankersheth Road, Near Swargate, Pune – 411037
Mumbai	Sunil Bothra	nodal.west@airtel.in	022-40030142	022-40034003	Bharti Airtel Limited, Interface, Bldg No-7, 5th Floor, Link Road, Near Goregaon Sport Club, Malad-West, Mumbai- 400064.
Punjab	Arvinder Kaur	nodal.punjab@airtel.in	0172-4600765	0172-4600660	Bharti Airtel Ltd, Plot no. 21,Rajiv Gandhi IT Park, Chandigarh – 160101

Rajasthan	Deepti Arora	nodal.rajasthan@airtel.in	0141-4037338	0141-4027777	Bharti Airtel Ltd SB-115A, Opp. Apex Mall Tonk Road Jaipur 302015
Tamil Nadu	Jairaj M	Nodal.southabts@airtel.in	044-42100356	044-42102356	Bharti Airtel Ltd 101, Oceanic Towers, 5th Floor, Santhome High Road, Chennai-600028
Uttar Pradesh East	Faisal Khan	nodal.upeast@airtel.in	0522-4007499	0522-4020202	Bharti Airtel Limited, 7th Floor, Commerce House, Habibullah Estate, 11 MG Marg, Hazrat Ganj, Lucknow 226001
Uttar Pradesh West	Khushi Aggarwal	nodal.upwest@airtel.in	0121-4007499	0121-4010070	Bharti Airtel Ltd C-31 Ganga Nagar Divider Road Meerut 250001
West Bengal	Ayon Ghosh	nodal.kolkata@airtel.in	033-40016725	033-40016555	Bharti Airtel Limited, DN-1, Sector -V, Salt Lake City, Eternity Building, Kolkata – 700091

Annexure 2: Appellate Authority

For Service Area of	Name	E-Mail Address	Tel No.	Fax No.	Office Address
Andhra Pradesh	Anil Kumar M	appellate.southabts@airtel.in	040-40000222	040-40033222	Bharti Airtel Ltd 6-3-1192/1, 8th Floor, Block-3 White House Kundan Bagh, Begumpet Hyderabad 500016
Delhi & NCR	Vikas Singh	appellate.ncr@airtel.in	011-41614690	011-41613579	Bharti Airtel Ltd 224, Okhla Industrial Area. Phase III. New Delhi 110020
Gujarat	Rajaram Iyer	appellate.west@airtel.in	079-40020143	079-40024003	Bharti Airtel Ltd Zodiac Square, 4th Flr, Near Gurudwara Above Vishal Mega Mart, Thaltej Ahmedabad 380015
Haryana	Anuvash Sangwan	appellate.haryana@airtel.in	0180-4600150	0180-4042855	Bharti Airtel Limited SCO 30, Sec 25, Transport Nagar, Near Malik Petrol Pump, Panipat 132103
Karnataka	K Sharma	appellate.southabts@airtel.in	080-41115201	080-41112349	Bharti Airtel Ltd Maruthi Infotech Center 11/1 & 12/1, Block A, West Wing, Koramangala Inner Ring Road Amarjyothi Layout Bangalore 560071

Kerala	Sharan Shetty	appellate.southabts@airtel.in	0484-4015201	0484-4015202	Bharti Airtel Limited, Airtel House, 28/243, Near Malayala Manorama, Panampilli Nagar, Cochin – 682036
Madhya Pradesh & Chhatisgarh	Vikram Deshpande	appellate.central@airtel.in	0755-4221100	0755-4223223	Bharti Airtel Ltd 1 Malviya Nagar Near Titan Showroom Bhopal 462003
Maharashtra	Sonali Hooda	appellate.west@airtel.in	020-40031233	020 40038899	Bharti Airtel Limited, 4th Floor, Vega Center, D Block, Shankersheth Road, Near Swargate, Pune – 411037
Mumbai	C. Surendran	appellate.west@airtel.in	022-40030143	022-40034003	Bharti Airtel Limited Interface, Bldg No-7, 5th Floor, Link Road, Near Goregaon Sport Club, Malad West, Mumbai 400064
Punjab	Munish Arora	appellate.punjab@airtel.in	0172-4600150	0172-4600660	Bharti Airtel Ltd Plot no. 21, Rajiv Gandhi IT Park, Chandigarh - 160101
Rajasthan	Vinay Bhushan	appellate.rajasthan@airtel.in	0141-4034338	0141-4027777	Bharti Airtel Limited, SB-115A, Opp. Apex Mall Tonk Road Jaipur 302015
Tamil Nadu	Manish Singhai	appellate.southabts@airtel.in	044-42039583	044-042102583	Bharti Airtel Ltd 101, Oceanic Towers, 5th Floor, Santhome High Road, Chennai-600028
Uttar Pradesh East	Surjya Sarathi Sen	appellate.upeast@airtel.in	0522-4600150	0522-4020202	Bharti Airtel Limited 7th Floor, Commerce House, Habibullah Estate, 11 MG Marg, Hazrat Ganj, Lucknow 226001
Uttar Pradesh West	Gurpreet Singh	appellate.upwest@airtel.in	0121-4600150	0121-4010070	Bharti Airtel Ltd C-31 Ganga Nagar Divider Road Meerut 250001
West Bengal	Ashim Badola	appellate.kolkata@airtel.in	033-40016676	033-40016555	Bharti Airtel Limited DN-1, Sector V, Salt Lake City, Eternity Building, Kolkata - 700091

Annexure 3: Contact Centre E-mail IDs

(Please mention your telephone number with STD code for us to process your mail)

Airtel Telemedia Hubs	Telecom Circles	City	E-mail Ids
North	Delhi	Delhi	121@airtel.in
North	Haryana	Gurgaon	121@airtel.in
North	Haryana	Faridabad	121@airtel.in
North	UP(W)	Noida	121@airtel.in
North	UP(W)	Ghaziabad	121@airtel.in
North	Haryana	Panchkula	121@airtel.in
North	Haryana	Karnal	121@airtel.in
North	Haryana	Panipat	121@airtel.in
North	Haryana	Ambala	121@airtel.in
North	Haryana	Sonepat	121@airtel.in
North	Rajasthan	Jaipur	121@airtel.in
North	UP(W)	Meerut	121@airtel.in
North	UP(W)	Agra	121@airtel.in
North	Punjab	Jalandhar	121@airtel.in
North	Punjab	Ludhiana	121@airtel.in
North	Punjab	Chandigarh	121@airtel.in
North	Punjab	Mohali	121@airtel.in
North	Punjab	Phagwara	121@airtel.in
North	Punjab	Ropar	121@airtel.in
North	West Bengal	Kolkata	121@airtel.in
North	UP(E)	Lucknow	121@airtel.in
West	Gujarat	Ahmedabad	121@airtel.in
West	Gujarat	Surat	121@airtel.in
West	Mumbai	Mumbai	121@airtel.in
West	Mumbai	Pune	121@airtel.in
West	MP&CG	Bhopal	121@airtel.in
West	MP&CG	Balaghaat	121@airtel.in
West	MP&CG	Betul	121@airtel.in
West	MP&CG	Bilaspur	121@airtel.in
West	MP&CG	Bhuranpur	121@airtel.in
West	MP&CG	Chhatarpur	121@airtel.in
West	MP&CG	Dabra	121@airtel.in
West	MP&CG	Damoh	121@airtel.in
West	MP&CG	Datia	121@airtel.in
West	MP&CG	Dewas	121@airtel.in

West	MP&CG	Dhar	121@airtel.in
West	MP&CG	Durg	121@airtel.in
West	MP&CG	Guna	121@airtel.in
West	MP&CG	Gwalior	121@airtel.in
West	MP&CG	Indore	121@airtel.in
West	MP&CG	Itarsi	121@airtel.in
West	MP&CG	Jabalpur	121@airtel.in
West	MP&CG	Jaora	121@airtel.in
West	MP&CG	Katni	121@airtel.in
West	MP&CG	Khandwa	121@airtel.in
West	MP&CG	Hoshangabad	121@airtel.in
West	MP&CG	Malanpur	121@airtel.in
West	MP&CG	Mandideep	121@airtel.in
West	MP&CG	Mandsaur	121@airtel.in
West	MP&CG	Mhow	121@airtel.in
West	MP&CG	Morena	121@airtel.in
West	MP&CG	Narsinghpur	121@airtel.in
West	MP&CG	Neemuch	121@airtel.in
West	MP&CG	Pithampur	121@airtel.in
West	MP&CG	Raipur	121@airtel.in
West	MP&CG	Rajnandgaon	121@airtel.in
West	MP&CG	Rattlam	121@airtel.in
West	MP&CG	Rewa	121@airtel.in
West	MP&CG	Sagar	121@airtel.in
West	MP&CG	Satna	121@airtel.in
West	MP&CG	Sehore	121@airtel.in
West	MP&CG	Seoni	121@airtel.in
West	MP&CG	Shivpuri	121@airtel.in
West	MP&CG	Ujjain	121@airtel.in
West	MP&CG	Vidisha	121@airtel.in
West	MP&CG	Siltara	121@airtel.in
West	MP&CG	Bhilai	121@airtel.in
South	Karnataka	Bangalore	121@airtel.in
South	Karnataka	Belgaum	121@airtel.in
South	Karnataka	Kolar	121@airtel.in
South	Karnataka	Mandya	121@airtel.in
South	Karnataka	Mangalore	121@airtel.in
South	Karnataka	Manipal	121@airtel.in

South	Karnataka	Mysore	121@airtel.in
South	Karnataka	Udupi	121@airtel.in
South	Karnataka	Tumkur	121@airtel.in
South	Karnataka	Hubli	121@airtel.in
South	Karnataka	Shimoga	121@airtel.in
South	Tamil Nadu	Chennai	121@airtel.in
South	Tamil Nadu	Nagarcoil	121@airtel.in
South	Tamil Nadu	Pondicherry	121@airtel.in
South	Tamil Nadu	Salem	121@airtel.in
South	Tamil Nadu	Tirunelveli	121@airtel.in
South	Tamil Nadu	Tirupur	121@airtel.in
South	Tamil Nadu	Trichy	121@airtel.in
South	Tamil Nadu	Tuticorin	121@airtel.in
South	Tamil Nadu	Vellore	121@airtel.in
South	Tamil Nadu	Coimbatore	121@airtel.in
South	Tamil Nadu	Erode	121@airtel.in
South	Tamil Nadu	Hosur	121@airtel.in
South	Tamil Nadu	Karaikudi	121@airtel.in
South	Tamil Nadu	Madurai	121@airtel.in
South	Kerala	Calicut	121@airtel.in
South	Kerala	Cochin / Ernakulam	121@airtel.in
South	Kerala	Trivandrum	121@airtel.in
South	Andhra Pradesh	Hyderabad	121@airtel.in
South	Andhra Pradesh	Secunderabad	121@airtel.in