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| Office of Chief General Manager(Telecom) Marketing Cell, Tamilnadu Telecom Circle Admn Building 16,Greams roadChennai-600 006  |  |  BHARAT SANCHAR NIGAM LIMITED(A Government of India Enterprise)1 |

Endt No. CS-CFA-/ Tariff Circular/Pt I/ 2014-15/4 dated at Ch- 6 the 10/09/2014

To

All Heads of SSAs

Tamilnadu Circle.

Sub: Enhancement of FMC for Rural General plan (capacity <1000), Economy plan, Special

 plan and Rural general plan(capacity>=30000) - reg.

Ref: CO letter 3-4/2013 R&C (CFA) Circular 48 & 49 /14-15 dated 10/09/14

 Kindly refer the above Corporate Circular 48 & 49/14-15 dated 10/09/2014 intimating the revision of FMC for **Rural General plan (capacity <1000)** from Rs.70 to Rs.90, **Economy plan** from Rs.300 to Rs.330, **Special plan** from Rs.425 to Rs.450 and **Rural general plan(capacity>=30000)** from Rs.150 to Rs.170 **with effect from 1/10/2014**.

 A copy of the same is enclosed herewith.

In this connection SSAs are requested to inform the customers well in advance about the above revision of FMC in any of the following means so that the customer may know well in advance about the revision of FMC.

1. To call the customer over phone / mobile phone and intimate them about the above revision of tariff.
2. To send a post card by stamping the information by way of rubber stamp etc .The appropriate text may be selected and conveyed to the concerned customer.
3. To send the information through e mail for the customers having BB.
4. SMS blast to the customers who registered their mobile numbers with BSNL
5. By making use of IVRS available with SSAs with the following words.

1.“**Dear customer, Existing Rural General plan(Exchange Capacity<1000 lines) FMC has been revised from Rs 70 to Rs 90 w.e.f 1/10/2014.Thank you for your continued patronage in BSNL please.”**

**2.**“**Dear customer, Existing Economy plan FMC has been revised from Rs 300 to Rs 330 w.e.f 1/10/2014.Thank you for your continued patronage in BSNL please.”**

**3.**“**Dear customer, Existing Special plan FMC has been revised from Rs 425 to Rs 450 w.e.f 1/10/2014.Thank you for your continued patronage in BSNL please.”**

4.“**Dear customer, Existing Rural General plan(Exchange Capacity>=30000 lines) FMC has been revised from Rs 150 to Rs 170 w.e.f 1/10/2014.Thank you for your continued patronage in BSNL please.”**

 -Sd-

Deputy General Manager (S&M CFA),

O/o The General Manager (S&M-CFA),

BSNL, Tamilnadu Circle,

Chennai-6



Copy to:

1. Sr. General Manager (TR), O/o CGM BSNL, TN Circle, Chennai-600 006.

2. The Dy.GM (TR), to analyze the impact of the plan revenue wise after one month

 of implementation of the plan.

3. The Dy. General Manager ( IT), O/o CGM BSNL, TN Circle, Chennai-600 006.

4. AGM (MKTG-CFA)/ AGM (Udaan), GM S& M (CFA), 16, Greams Road, Chennai-6.

5. AGM (CSC), O/o GM S& M (CM), 3rd Floor, 16, Greams Road, Chennai-600 006.

6. AGM (BB), O/o the GM (Dev), No.60, Ethiraj Salai, Chennai-600 008.

7. Circle Intranet. 8. Spare.