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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/ 2014-15/ 128 dated at Ch- 6 the 20/11/2014

To

 Heads of SLM, CBT, MA and TR SSAs

Tamilnadu Circle.

Sub: Revision of FMC / Free calls for LL Basic 180(ISD+STD) Salem SSA, Plan 180 CBT SSA, Plan 180 of MA & TR SSA and LL Basic Salem 250 with ISD- reg.

Ref: CO letter 1-1/2014 R&C (CFA) Circular 72/14-15 dated 19/11/14

Corporate Office vide circular No.72/14-15 dated 19/11/14 intimating the revision of free calls and revised charges after the free calls for the plans LL Basic 180(ISD+STD) Salem SSA, Plan 180 CBT SSA, Plan 180 of MA & TR SSA and LL Basic Salem 250 with ISD the revision of FMC/Free calls with effect from 1/12/2014.

A copy of the above circular is enclosed herewith.

SSAs shall ensure to comply with all regulatory mechanism.

SSAs are now requested to communicate **the above revisions** to the customers in any of the following means.

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 LL Basic Salem 180 (ISD+STD) Salem SSA the revision of Free calls ONNET/OFFNET from existing 25/25 to 180/NIL w.e.f 1-12-2014.Thank you for your continued patronage in BSNL please.”

2. “Dear customer, Existing Plan 180 of Coimbatore SSA the revision of Free calls ONNET/OFFNET from existing 25/25 to 180/NIL w.e.f 1-12-2014.Thank you for your continued patronage in BSNL please.”

3. Dear customer, Existing Plan 180 of Madurai and Trichy SSA the revision of Free calls ONNET/OFFNET from existing 25/25 to 100/80 w.e.f 1-12-2014.Thank you for your continued patronage in BSNL please.”

4. Dear customer, Existing LL Basic Salem 250 with ISD the revision of FMC from existing Rs 250 to Rs 275 and revision of Free calls ONNET/OFFNET from existing 167 to 180/NIL w.e.f 1-12-2014 and revised charges after free MCU Rs 1 for BSNL Network and Rs 1.20 for other network. Thank you for your continued patronage in BSNL please.”

**The customer data base may please be obtained from IT wing of SSA/Circle Office**.

 (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.

