

*Connecting India
Faster*

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

July 2011

KNOW YOUR BSNL

A Customer Hand Book

Call Toll Free: 18001801503

BSNL 3G

FASTER THAN YOUR THOUGHTS

**SALES & MARKETING - CONSUMER MOBILITY UNIT
TAMILNADU TELECOM CIRCLE**

www.tamilnadu.bsnl.co.in

A customer is the most important visitor on our premises.
He is not dependent on us. We are dependent on him.
He is not an interruption in our work - he is the purpose of it.
We are not doing him a favour by serving him.
He is doing us a favour by giving us the opportunity to serve him.

- Mahatma Gandhi



BSNL's ASPIRATION

- ❖ To be the leading Telecom Service Provider in India with global presence.
- ❖ To create a customer focused organization with excellence in sales, marketing and customer care.
- ❖ To leverage technology to provide affordable and innovative products/services across customer segments
- ❖ To provide a conducive work environment with strong focus on performance
- ❖ To establish efficient business processes enabled by IT

Dear BSNL Customer,

The hand book will guide you to get information on various BSNL services and its activation. The SMS Key words, SMS formats, general activation procedures for Prepaid Plans, Tariff details, Bill details, BSNL Tunes, BSNL Live, Mobile TV. General terms used in mobile services are also finding a place in this handout. This will be much useful for better understanding and utilisation of Mobile Services.

CURRENT AFFAIRS

This issue compiled with the details of new plans/tariff/promotional offers implemented in Tamilnadu Circle during January, 2011 to mid of July 2011. The revision of tariff in prepaid and consequent changes in tariff, facilities offered are given below for your easy understanding.

BSNL TUNES INTRODUCED IN CDMA ALSO:

Activation & De-Activation Procedure & Tariff

Activation modes:

The BSNL CDMA customers of Tamil Nadu can get their BSNL TUNES Services activated, as of now, through two different Modes, that is (a) by Dialing 56700 and (b) Dialing to the Call Centre -1503.

(a) Activation procedure - by dialing 56700:

Dial 56700. Browse through the different categories of songs & get the required BSNL TUNES song activated. (This is an IVRS based Activation Procedure and the IVRS Browsing time will be charged @ Rs.2/Minute)

(b) Contact the Call Centre and get activated:

Get activated by dialing to the Call Centre (1503).

De-activation modes:

The BSNL CDMA customers of Tamil Nadu can get their BSNL TUNES Services de-activated, as of now, through two different Modes, that is (a) by dialing 56700 and (b) dialing to the Call Centre -1503.

(a) De-activation procedure - by dialing 56700:

Dial 56700. Goto – “Manage option” to de-activate.

(This is an IVRS based Activation Procedure and the IVRS Browsing time will be charged @ Rs.2/Minute)

(b) Contact the nearest CSC and get De-activated:

Get De-activated by dialing to the Call Centre (1503).

Renewal

Three days in advance to the date of Renewal, Pre-renewal message will be sent to the customer along with de-activation method. If the customer does not de-activate prior to the renewal, it will be automatically renewed and the monthly Subscription & Song Charges will be collected.

Tariff:

**(Monthly Subscription Charge Rs.30) + (Per song Charge Rs.12 per month)
(Rs.2/- per minute for the IVRS based Activation & De-activation)**

PREPAID MOBILE PLANS ARE RATIONALISED W.E.F. 21.06.11

Rationalization of prepaid tariff under 2G & 3G mobile services in Tamilnadu LSA (including Chennai Telecom. District) with effect from 21.06.2011.

i) The FRCs and tariff for 2G & 3G prepaid voice plans, henceforth, available are as under:-

A. First Recharge Coupon (FRC):	Saral Anant Special	1p/sec (Vinadi special)	all@49 Special	2G Special	3G Special	Anbu Jodi special	Student Special
a). FRC Price in Rs.	13.60	38.08	43.52	100.63	108.79	30.83	35.36
b). Service Tax in Rs.	1.40	3.92	4.48	10.37	11.21	3.17	3.64
c). MRP of FRC in Rs.	15	42	48	111	120	34	39
d). Free Usage Allowed with FRC ^							
Free Voice Call	Saral Anant Special	(1p/sec) Vinadi special	(all @ 49) Special	2G Special	3G Special	Anbu Jodi special @	Student Special
i) On-net in Rs.	20	30	30	100	100	20	30
ii) Off-net in Rs.	10	20	20	50	50	10	10
Free Video Call							
Local/STD On-net in Min	Nil	Nil	Nil	Nil	100	Nil	Nil
Free Data Usage in MB							
Free P2P SMS in Nos	20	50	50	150	150	50	50
Free P2P SMS in Nos							
Local	25	250	250	350	350	250	300
National	25	250	250	350	350	250	300
e) Initial Plan Validity in days	180days	180 days				30 days	
f) Tariff Validity	Lifetime	As per Plan					
g) Bonus Period							
-Bonus Period-I	15	15 days					
-Bonus Period -II	NA	165 days					
Applicability	2G&3G	2G&3G	2G&3G	2G	3G	2G&3G	2G&3G
Voice Call Charges	Rs./Min	Rs./Sec	Rs./Min	Rs./Min	Rs./Min	Rs./Sec	Rs./Min
Local On-net	0.90	0.01	0.49	0.50	0.50	0.010	0.40
Local Off-net	0.90	0.01	0.49	0.60	0.70	0.010	0.60
Reduced Local call charges on 2 BSNL numbers (Rs./Min)	0.30	0.20	0.20	0.20	0.20	0.20	NA
Friends & Family Number							5 F&F#(Local Calls within TN LSA(incl.CHTD)
STD On-net	1.20	0.01	0.49	0.50	0.50	0.010	0.40
STD Off-net	1.50	0.01	0.49	0.60	0.70	0.010	0.60
Reduced STD call charges on 1 BSNLnumber (Rs./Min)	0.50	0.30	0.30	0.30	0.30	0.30	0.30
ISD Call	As per prepaid ISD tariff. ISD tariff is subject to revision depending upon fluctuation in International Carrier Rates						

Plans Details :	Saral Anant Special	Vinadi special	all@49 Special	2G Special	3G Special	Anbu Jodi special	Student Special
Video Call Charges	Rs./Min	Rs./Sec	Rs./Min	Rs./Min	Rs./Min	Rs./Min	Rs./Min
Local On-net	1.00	0.02	1.00	1.00	0.70	1.00	1.00
Local Off-net	1.50	0.03	1.50	1.50	1.00	1.50	1.50
STD On-net	1.00	0.02	1.00	1.00	0.70	1.00	1.00
STD Off-net	1.50	0.03	1.50	1.50	1.00	1.50	1.50
Incoming	Nil	Nil	Nil	Nil	Nil	Nil	Nil
SMS							
Local	0.80	0.60	0.49	0.40	0.30	0.60	0.05
National	1.20	0.60	0.49	0.60	0.50	0.60	0.50
International	5.00	5.00	5.00	5.00	5.00	5.00	3.00
National Roaming							
	Rs./Min	Rs./Sec	Rs./Min	Rs./Min	Rs./Min	Rs./Sec	Rs./Min
Voice Call							
Local On-Net	1.00	0.01	0.49	0.60	0.50	0.01	0.60
Local Off-net	1.00	0.01	0.49	0.60	0.50	0.01	0.60
STD On-Net	1.50	0.01	0.49	0.80	0.70	0.01	0.80
STD Off-net	1.50	0.01	0.49	0.80	0.70	0.01	0.80
Incoming Call	1.00	0.01	0.49	0.60	0.50	0.01	0.60
SMS							
Local SMS	1.00	0.60	0.49	0.60	0.50	0.60	0.50
National SMS	1.00	0.60	0.49	0.60	0.50	0.60	0.50
International SMS	5.00	5.00	5.00	5.00	5.00	5.00	3.00
Incoming SMS	Nil	Nil	Nil	Nil	Nil	Nil	Nil
	Rs./Min	Rs./Sec	Rs./Min	Rs./Min	Rs./Min	Rs./Min	Rs./Min
Video Call							
Local On-net	1.00	0.02	1.00	1.00	0.70	1.00	1.00
Local Off-net	1.50	0.03	1.50	1.50	1.00	1.50	1.50
STD On-net	1.00	0.02	1.00	1.00	0.70	1.00	1.00
STD Off-net	1.50	0.03	1.50	1.50	1.00	1.50	1.50
Incoming Call	1.00	0.02	1.00	1.00	0.70	1.00	1.00
All other Charges and terms and conditions	As per Saral Anant	As per existing prepaid General					

Note: The concessional tariff is not applicable on FIVE BLACK-OUT days (31st dec, 1st Jan, Valentine day 14th Feb, Diwali & Christmas 25th Dec)

Note(s):

^ Freebies with FRCs are to be consumed within 30 days from the date of activation.

@ Unlimited free local calls to one BSNL Landline/WLL (Fixed/Limited Mobility) number, for Anbujodi special plan.

ii) Extension of validity for Saral Anant and other prepaid plans except Student Special will be as under:-

Top-up in multiples of Rs.10 (MRP in Rs. Incl. of S. Tax) in C-TOP-UP	No. of days validity extended in addition to the existing validity	Usage Value allowed with Topup
5500	450	MRP of topup minus Service Tax minus Processing Fee plus Bonus usage value if any. (The TUs are in multiples of Rs.10 and the usage value with validity is enclosed separately)
3300	365	
1100	365	
200 - 1090	180	
100 – 190	90	
50 ,60,70,80,90	45	
30,40	27	
20	18	
10	9	

Customer will get validity along with talk value as and when he/she tops up. Please note that the No. of days validity extended is in addition to the existing validity upto a max. of 450 days.

Separate validity voucher is no more required to increase the validity. Hence, Validity extension voucher (RCV) 280 is withdrawn.

I) Name of the OLD Plans for which the new set of TOP-Ups with validity and talk value is made applicable with effect from 30.06.2011.

1. 2G General 1p/sec,	11. Excel Mega Super
2. 2G General all@49	12. Vasantham
3. GSM FWP 2G General 1p/sec	13.GSM FWP 2G General
4. GSM FWP 2G General all@49,	14. Saral Anant-1
5. Excel Power New Revised	15.Saral anant 1p/sec
6. Excel Student,	16.Saral anant all@49
7. Excel Bundle	17.Excel anant
8. Digbee Bundle	18.New Excel Anant
9. Excel Wonder Plus(validity exists upto 09-07-2015 and hence new TUs for talk value only)	19.Vinadi Bundled
10. Kurinji (validity exists upto 29-02-2020 and hence new TUs for talk value only)	20. Nesam

II) Name of the OLD Plans for which the new set of TOP-Ups are made applicable for Talk-Value and the existing Topup conditions will continue until further orders.

1. GSM PCO	4.En-Nanban
2. C-Top-Up	5.En-Nanban Super
3. Rakshak(now Jaijawan)	

iii) In case of Student Special plan, the customer will get additional plan validity of **30 days** and 300 free Local SMS and 100 MB free data usage on using the Student Special voucher of **Rs.28** (Incl. of S. Tax)(thru SMS) with **Nil** talk value. **Extension of plan validity is NOT available via C Topup.** However, **to get talk value the Student special Plan customer has to use Top-up vouchers.**

- The student customer can extend validity of the plan thru SMS only, by sending SMS “STUDENT28” to 53733, One Time. The student customer has to keep sufficient amount every month (for talk time + Rs.28 for monthly charge), in his account so that his plan validity is extended automatically every month along with the free 300 local SMS and 100MB free data in addition to the balance SMS+data.
- If sufficient amount for monthly deduction of Rs.28 is not available, IN will send the following message to him to put sufficient money in his account.

“Insufficient balance. Your validity expires on xxxx (expiry date).Please topup sufficient amount immediately to get validity extension- BSNL”

The Student Special voucher, to be used thru SMS (only once), is as given below:

MRP of Student Special voucher (incl.of S.Tax)	Amount to be deducted when Student Special voucher is activated thru SMS	SMS Keyword for activation
Rs.28	Rs.25.39	STUDENT28

iv) **The following new/modified STVs in C-TOP-UP and SMS are introduced**

STV Name	STV Feature	MRP of STV in Rs.	Validity in days	SMS Key Word to be sent to 53733
STV28	Local/STD Rs.1.00/3Min (On-net) & Rs.1.20/3 (Off-net)	28.00	30 days	VOICE 28
STV17	Local/STD On-net Night @ Rs.0.05/Min (11PM to 06 AM)	17.00	30 days	VOICE17
STV54	Local On-net @ 10p/Min	54.00	30 days	VOICE54

These are made available to all 2G/3G prepaid customers under **Group I in Multiple Boosters.**

vii) The following existing STVs offered by Corporate Office are withdrawn w.e.f 21.6.11 for all OLD and NEW Plans.

STV Particulars	MRP in Rs.
Local On-net @ 0.20/Min	36
Student Power with 300 Local SMS Free	40**
1p/sec	45
all@49	49 & 101
Local On-Net @ Rs.1p/3 sec	54

In addition to above, STV19, RCV 280, Anbu Jodi Migration voucher 297, STV65, FRC37, FRC44, FRC60 are also withdrawn w.e.f.21-06-11

** The customers may be advised to use SMS boosters since STV40 is withdrawn.

viii) All the Existing SMS based STV activation will continue to be available.

- ix) Migration from one prepaid plan to other (except Student Power) will be allowed. For migration from one prepaid to other the customer has to remain in the new plan for a minimum period of 90 days except for Saral Anant Special plan. The customers who want to migrate to other prepaid plan have to send SMS to 53733 by using the SMS keyword as given below:

Migration to Anbu Jodi plan

(Via migration voucher 22 is under process and will be done shortly)

Sl.No	Migration From (Plan name)	Migration To (new plan name)	MRP of Migration voucher (incl. of S.Tax)	SMS key word (not case sensitive)	Amt. to be deducted from the account of the customer= MRP- 10.3% S.Tax
1	All old & current plans (including SA 1P/Sec, SA ALL@49,General 1p/sec,General all@49, Anbu Jodi,Nesam except Saral anant)	Saral Anant Special	Rs.1	MSARAL	Rs.0.91
2	All old & current plans (including SA 1P/Sec, SA all@49,General 1p/sec, General all@49, Anbu Jodi, Nesam except all@49)	all@49 Special	Rs.3	M49	Rs.2.72
3	All old & current plans (including SA 1P/Sec, SA all@49,General 1p/sec, General all@49, Anbu Jodi, Nesam except 1p/sec)	1p/sec Special	Rs.2	MVINADI	Rs.1.81
4	All old & current plans except 2G Special	2G Special Special	Rs.4	MSPECIAL2G	Rs.3.63
5	All old & current plans except 3G Special	3G Special Special	Rs.5	MSPECIAL3G	Rs.4.53

On migration, the balance amount will be carried forward. The existing STVs, if any, also will be carried forward on migration.

On migration to any of the plans as described above, the new validity will be restricted to Maximum of 450 days, if the existing validity is more than or equal to 450 days. (as in Plans like Kurinji, wonder Plus etc., in TN LSA).

If the existing validity is less than 450 days, the same only will be carried over on migration.

- viii) The circle specific prepaid tariff plans (like EnnanbanSuper, Ennanban, Vasantham ,Megasuper, Kurinji etc.,) will continue to exist until further orders.

ix) Wherever F&F facility or reduced call charges facilities are allowed, for any change of existing F&F number Rs. 5/- per number per occasion is to be charged. **This applies to all Old Plans of Circle also except for FFL.**

- The customer has to send SMS to 53733as FFM<space>old number<space>new number
- There is no change in the existing procedure of changing FFL number thru CSR after verifying the genuineness of the customer request.

.All other terms and conditions will remain same.

List of PAPER Recharge/TOP-UP Vouchers with revised usage value and validity:-

	Existing		New (after converted as top-up)	
	Talk value in Rs.	Validity in days	Talk value in Rs.	Validity in days
Type of Paper Recharge Voucher				
55	40	15	49.86	45
110	85	30	99.73	90
220	180	60	199.46	180
330	300	90	299.18	180
550	500	180	498.64	180
1100	1050	365	1050	365
3300	3500	365	3500	365
5500	6000	450	6000	450
Type of Paper top-up Voucher				
10	7.07	NIL	7.07	09
20	16.13	NIL	16.13	18
55	49.86	NIL	49.86	45
110	99.73	NIL	99.73	90
220	199.46	NIL	199.46	180
550	498.64	NIL	498.64	180
170	154.13	NIL	154.13	90
2200	1994.56	NIL	1994.56	365

**Extension of validity for Saral Anant and other prepaid plans
except for Student Special Plan**

Denom of RCV/Tus MRP(incl.of S.Tax)	No. of days validity extended <u>in addition to the existing validity</u> upto max .of 450 days	usage value=MRP-ServiceTax-Processing fee+Bonus usage value
10	9	7.07
20	18	16.13
30	27	25.20
40	27	34.26
50	45	43.33
60	45	54.40
70	45	63.46
80	45	72.53
90	45	81.60
100	90	90.66
110	90	99.73
120	90	108.79
130	90	117.86
140	90	126.93
150	90	135.99
160	90	145.06
170	90	154.13
180	90	163.19
190	90	172.26
200	180	181.32
210	180	190.39
220	180	199.46
230	180	208.52
240	180	217.59
250	180	226.65
260	180	235.72
270	180	244.79
280	180	253.85
290	180	262.92
300	180	271.99
310	180	281.05
320	180	290.12
330	180	299.18
340	180	308.25
350	180	317.32

360	180	326.38
370	180	335.45
380	180	344.51
390	180	353.58
400	180	362.65
410	180	371.71
420	180	380.78
430	180	389.85
440	180	398.91
450	180	407.98
460	180	417.04
470	180	426.11
480	180	435.18
490	180	444.24
500	180	453.31
510	180	462.38
520	180	471.44
530	180	480.51
540	180	489.57
550	180	498.64
560	180	507.71
570	180	516.77
580	180	525.84
590	180	534.90
600	180	543.97
610	180	553.04
620	180	562.10
630	180	571.17
640	180	580.24
650	180	589.30
660	180	598.37
670	180	607.43
680	180	616.50
690	180	625.57
700	180	634.63
710	180	643.70
720	180	652.77
730	180	661.83
740	180	670.90
750	180	679.96

760	180	689.03
770	180	698.10
780	180	707.16
790	180	716.23
800	180	725.29
810	180	734.36
820	180	743.43
830	180	752.49
840	180	761.56
850	180	770.63
860	180	779.69
870	180	788.76
880	180	797.82
890	180	806.89
900	180	815.96
910	180	825.02
920	180	834.09
930	180	843.16
940	180	852.22
950	180	861.29
960	180	870.35
970	180	879.42
980	180	888.49
990	180	897.55
1000	180	906.62
1010	180	915.68
1020	180	924.75
1030	180	933.82
1040	180	942.88
1050	180	951.95
1060	180	961.02
1070	180	970.08
1080	180	979.15
1090	180	988.21
1100	365	1050
3300	365	3500
5500	450	6000
Processing fee of Rs.2 is deducted for Ctop-up upto and including Rs. 50. Beyond Rs.50 'No fees'		

Special Tariff Vouchers for reduced tariff on ISD Voice/SMS in 2G & 3G mobile services introduced as a promotional offer (valid upto 20.08.11).

i) MRP of ISD STV (C-TOP-UP) :-

Sl.No.	Countries	ISD Rate in Rs./Min	Rate per International SMS in Rs.	MRP of STV in Rs.(incl. of S.Tax)	
				30 days	7 days
	Tariff Validity in days>>>	-	-		
A	Canada, U.S.A, Hong Kong, Singapore, Thailand, China	1.49	2.50	41	18
B	Bangladesh, Germany, Malaysia	2.99	2.50	27	11
C	Bahrain, France, Pakistan, Srilanka, U.K.,	4.49	2.50	38	16
D	Australia, Bhutan, Indonesia, Kuwait, Nepal,	6.49	2.50	24	9

ii) MRP of ISD STV (C-TOP-UP) with validity of 30 days:

Countries	ISD rate in Rs./sec (per sec.pulse)	Rate per international SMS in Rs.	MRP of STV in Rs. (incl. of S.Tax)
Saudi Arabia and UAE	0.13	2.50	26

iii) The talk value available with the above STVs are "NIL"

iv) The reduced ISD Voice and International SMS rate will also be allowed while roaming in BSNL network.

Promotional Optional ISD Pack under 2G & 3G Postpaid services for availing reduced ISD Voice and International SMS tariff in Tamilnadu LSA (including CTD)introduced for 90 days with effect from 20.05.2011 to 17.08.11

FMC of Optional ISD Packs:

Sl.No.	Countries	ISD Rate in Rs./Min	Rate per International SMS in Rs.	FMC in Rs.*
A	Canada, U.S.A, Hong Kong, Singapore, Thailand, China	1.49	2.50	40
B	Bangladesh, Germany, Malaysia	2.99	2.50	25
C	Bahrain, France, Pakistan, Srilanka, U.K.,	4.49	2.50	35
D	Australia, Bhutan, Indonesia, Kuwait, Nepal,	6.49	2.50	20

Countries	ISD rate in Rs./sec (per sec. pulse)	Rate per international SMS in Rs.	MRP in Rs.*
Saudi Arabia and UAE	0.13	2.50	23

*Service tax as applicable will be charged extra.

1. The FMC for the Optional ISD Pack mentioned above is in addition to the normal FMC of the postpaid plan.
2. No Free Call is allowed with the Optional ISD Pack.
3. The reduced ISD Voice and International SMS rate will also be allowed while roaming in BSNL network.

GPRS/EDGE – Revised tariff applicable to 2G Data Plan w.e.f. 01.06.2011.

The Details of Fixed Monthly Charges and revised free data usage under Postpaid:

Post-paid		Free data usage (Existing)		Free data usage (Revised)	
<i>FMC of Plan in Rs. (S.Tax Extra)</i>	<i>Validity in days</i>	<i>Day/Any time usage</i>	<i>Night Usage</i>	<i>Day/Any time usage</i>	<i>Night Usage</i>
89	30	2 GB		3 GB	
199	30	2 GB	4 GB	4 GB	4 GB
249	30	6GB		10 GB	

The details of RCV(s), validity period and revised data usage under Prepaid (through SMS only):

Pre-paid		Free data usage (Existing)		Free data usage (Revised)	
<i>MRP of RCV in Rs. (including Tax)</i>	<i>Validity in days</i>	<i>Day/Any time usage</i>	<i>Night Usage</i>	<i>Day/Any time usage</i>	<i>Night Usage</i>
98	30	2 GB		3 GB	
270	30	6 GB		10 GB	
555	180	10 GB		15 GB	

Closed User Group (CUG) facility is now made available in Prepaid Mobile services:

Prepaid Plans Details are given below:

Sl.No.	Description	Prepaid CUG plan I Group size (3-25)	Prepaid CUG plan I Group size (3-25)	Prepaid CUG plan II Group size (26 & Above)	Prepaid CUG plan II Group size (26&Above)
1.	Main Plans eligible to form CUG	1p/sec (Vinadi special)	@49p/min special	1p/sec (Vinadi special)	@49p/min special
2.	Main Plan validity	270 days	270 days	270 days	270 days
3	SIM cost	Rs 20/-	Rs 20/-	Rs 20/-	Rs 20/-
4	FRC	Rs.42/-	Rs. 48/-	Rs 42/-	Rs.48/-
5	Topup	Rs.110/-	Rs.110/	Rs.110/-	Rs.110/
6	Starter Pack (3+4+5) for NEW customers to form CUG	Rs.172-	Rs.178/-	Rs.172/-	Rs.178/-
<i>Free Usage offered with FRCs for the new customers and are to be consumed within a month from the date of activation</i>					
7	Free Voice calls On-Net in Rs	30	30	30	30
	Free Voice calls Off-Net in Rs	20	20	20	20
	Free Data usage in MB	50	50	50	50
	Free P2P SMS in nos. Local	250	250	250	250
	Free P2P SMS in nos. STD	250	250	250	250
8	CUG validity	Max. of 30/31days or till the end of the calendar month irrespective of day of CUG formation.			
9	GP1 after expiry of main plan validity	15 days	15 days	15 days	15 days
10	GP2 after expiry of GP1	165 days	165 days	165 days	165 days
11	Rent for the month (whole /part)	Rs.80/-	Rs 80/-	Rs.60/-	Rs 60/-
12	Voice call tariff within CUG	FREE	FREE	FREE	FREE
13	SMS within CUG	As per plan	As per plan	As per plan	As per plan
14	Tariff VOICE/SMS/GPRS(outside CUG) anywhere	As per plan	As per plan	As per plan	As per plan
15	Roaming charges	As per plan	As per plan	As per plan	As per plan
16	Friends & Family	As per plan	As per plan	As per plan	As per plan
17	Recharge coupons/topup	As per plan	As per plan	As per plan	As per plan
18	Booster Voice/GPRS/SMS	All are allowed	All are allowed	All are allowed	All are allowed
19	Migration to other plans	Not allowed	Not allowed	Not allowed	Not allowed

Activation procedure for New CUG creation:

- The request from individual customers should be submitted to CSC
- The New Group creation or addition/deletion of new/old numbers in the Group will be done by CSC.
- All existing commercial formalities with respect to SIM will be adhered to along with CAF entry by CSC.
- In case of above said New customers, normal procedure of activation in Sancharsoft like Virgin Sim Rs.20/- and FRC Rs.42/- for Vinadi Special and Rs.48/- for all @ 49 Special should be made. The initial talk value the new customer gets on activation = TU110-10.3% S.Tax- CUG rent (Rs.80 or Rs.60)

CUG for existing customers:

- **Existing customers under different plans will be brought either to 1p/Sec Special (Vinadi Special) or All @ 49 Special Plan with 180 days validity, according to their requirement in writing.** After obtaining request letter from the customer, they can either be added to the existing group or allowed to form a new group. Their FNF will be Three and all the STVs availed by the customers will be carried forward even after forming the group for that particular customer.

The F&F numbers in the old plans before forming the CUG will be nullified and the customers can re-register the reduced call charges by sending SMS 53733 as follows:-

FFE<SPACE><1st BSNLNumber><space>2ndBSNL Number><space><3rdBSNL Number>

1. CUG validity shall be fixed as 30/31 days (calendar month based) from the date of enrolment for the all the customers and the rent of Rs.80 or Rs. 60 will be deducted upfront only. CUG will be provided if sufficient balance in customer's account is available.
2. While in CUG Group, the customer will enjoy the CUG facilities and also the 1ps/sec (Vinadi special) or All@49 Special plan facilities with sufficient balance in customer's account. If CUG rental failure occurs (due to insufficient balance in the account) and if his **plan validity does not exist**, the customer will be pushed to GP1.
3. **Customer should keep his/her main plan validity intact always with sufficient balance for CUG rent deduction.**
4. If any of the group members is not having sufficient balance in his account, for advance rent for that month, system will wait for the next 3 consecutive days for at least the amount equal to the rental component and deduct the amount. If deduction is not possible, the customer **Group ID** will be removed and customers cannot enjoy CUG benefits and will be treated like a normal customer in the parent plan ((i.e 1ps/sec (vinadi Special) or all @49Special).
5. If an ex-member of the CUG group wants to rejoin the group, he/she may give SMS to 53733, indicating his Group ID as given below

CUG<space> CUG ID (in 5 digits)

6. CUG group size will be checked at the end of the month. Accordingly the rent will be deducted on the next day (i.e. 1st day of subsequent month). The rent component will be changed as per the existing group size.
7. Rent for CUG service will be calendar based irrespective of the enrolling date.
8. If a new customer joins the group, after the first day of the calendar month, he will be charged upfront according to the size of the group he has joined. If there is any change in the group size from Group-1 to Group-2 because of his addition, the rent will be deducted for the new customer only as per the changed group size. The new Group size CUG rent is applicable for rest of the customers in the group only from the next calendar month.
9. NO NEGATIVE balance is allowed for these CUG numbers.
10. If any member of the CUG is on ROAMING, the roaming charges will as per the plan and no free calls are allowed within CUG.

Note:

1. All the customers in a CUG group should be in the same prepaid-plan only; either 1p/sec Special (Vinadi Special) or All@49Special
2. All customers in CUG groups will be intimated through SMS about the facility & monthly deduction of talk value so that sufficient balance of talk value is available for extension on monthly basis.
3. The above tariff/procedure is subject to any change/modification as per Corporate Office orders, issued from time to time.

DO YOU WANT TO KNOW THE DETAILS OF LAST CALL OR LAST FIVE CALLS?

You can now get the details of Last calls or Last Five Calls in your mobile. Send SMS to 53733 as given below:

<i>Details</i>	<i>SMS Key Word to be sent to 53733</i>
To know the last call details like Date, Type, Charge, balance, Number & Duration.	LAST
To know the last five calls details like Date, Type, Charge, balance, Number & Duration.	LAST FIVE (or) LAST5
Note: Last call transactions of the customers will be updated in the system at every 15 minutes interval. The details will be made available to customers accordingly.	

Special prepaid/postpaid plan for all Paramilitary Forces and All Armed Forces (Indian Navy, Indian Air Force, coast Guard, BRO etc. in Tamilnadu LSA under both 2G and 3G mobile services introduced:

Name of the plan	Existing applicability	Extended to
RAKSHAK in prepaid renamed as “JAIJAWAN”	Applicable to all Para Military Forces personnel	All Armed Forces (Indian Army, Indian Navy, Indian Air force, Coast guard, BRO, etc.,)
RAKSHAK in Postpaid	-do-	-do-

JAIJAWAN –Prepaid Plan Tariff Details:

A. SIM & Activation:	Normal SIM	USIM
a). SIM charges in Rs.	18.13	53.49
b). Service Tax @ 10.30% in Rs.	1.87	5.51
c)Cost of the SIM	20.00	59.00
d). Usage Value with SIM in Rs.	0	0
e). Validity in days	7	7
f). Grace period	15 days	15 days
B. First Recharge Coupon (FRC):	Paramilitary Plan	
a). MRP of FRC in Rs.	32.00	
b). Service Tax @ 10.30% in Rs.	2.99	
c). FRC Price in Rs.	29.01	
d). MRP of Starter Pack (SIM + FRC) in Rs	20+32=52	59+32=91
d). Free Usage Allowed with FRC	When PMF is in Home LSA only	
Free Voice Call (to Local+STD)		
i) Any network in Rs.		
ii) On-net in Rs.	20.00	
iii) Off-net in Rs.	10.00	
Free Video Call		
Local/STD On-net in Rs.	10.00	
Free Data Usage in MB	NA	
Free P2P SMS in Nos.		
Local	50	
National	50	
e) Initial Plan Validity	30 days	
f) Tariff Validity	As per Plan	
g) Extension of Validity through RCV with MRP*	Rs.97.00 (Incl. of S. Tax)(thru C Top-Up only)	
-Validity	30 days	
-Usage Value	Rs.73.00	
B. Plan Details:	Paramilitary Plan	
Applicability	2G&3G	

Voice call to two BSNL Mobile/Fixed/WLL numbers anywhere in the country while in Home LSA or National roaming	Free - (subject to Maximum of 20minutes per day combined on two numbers). <u>Beyond 20 minutes, calls are charged @ 1p/sec</u>
Voice Call	Charges
Local On-net	1p/Sec
Local Off-net	1p/Sec
Reduced call charges on 2 BSNL numbers	Rs.0.20/Min
STD On-net	1p/Sec
STD Off-net	1p/Sec
Reduced call charges on 1 BSNL number	Rs.0.30/Min
ISD Call	As per prepaid ISD tariff #
Video Call Charges with 3G Connection	Rs./Min
Local On-net	0.70
Local Off-net	1.00
STD On-net	0.70
STD Off-net	1.00
Incoming	Nil
SMS	Rs./SMS
Local	0.60
National	0.60
International	5.00
National Roaming	
Voice Call	Ps./Sec
Local On-Net	1p/Sec
Local Off-net	1p/Sec
STD On-Net	1p/Sec
STD Off-net	1p/Sec
Incoming Call	1p/Sec
SMS	Rs./SMS
Local SMS	0.60
National SMS	0.60
International SMS	5.00
Incoming SMS	Nil
Video Call	Rs./Min
Local On-net	0.70
Local Off-net	1.00
STD On-net	0.70
STD Off-net	1.00
Incoming Call	0.70
All other charges not mentioned in the order	As per prepaid Saral Anant plan

Note:-

- * Extension of Validity by 30 days through recharge of denomination of Rs.97 is through C-top-up only.
- ** All TUs without validity are allowed to this plan for talk value only. 3G Data RCVs/All STVs are allowed.
- # ISD tariff is subject to revision depending upon fluctuation in International Carrier Rates.

1. The credential of the Paramilitary force personnel is to be verified before activating the plan by taking a photocopy of his Identity Card issued by his office duly attested by his controlling officer. A self-certificate indicating that no other connection is active in his name under this special paramilitary plan anywhere in India is also to be taken. In case photocopy of the Identity Card can't be submitted by the paramilitary personnel, then the Officer in-charge should certify the official and attest the photograph.
2. The above special plan is to be activated in BSNL, CSC only.
3. Rs.5 per number per occasion will be recovered for change in 5 F&F numbers.

4. All eligible Special Tariff Vouchers (STVs) under 2G and 3G services except STV40, STV45, are allowed.
5. GP1 and GP2 as in force will be followed after the plan validity

Activation procedure of 5 F & F numbers to be done by Para-Military Personnel thro' SMS to 53733

1. For the first 20 minutes free to two BSNL Mobile /Fixed LL/ WLL numbers , anywhere in India, the syntax is:
PMF <space><1st BSNL number><space><2nd BSNLnumber>
 (LandLine / WLL numbers to be prefixed with STD code of the Station.)
2. For 2 local F&F and 1 STD the syntax in the same sequence
FFE<space><1st BSNL Localnumber><space><2nd BSNL Localnumber><space><3rd BSNL STD number>
 (LandLine / WLL numbers to be prefixed with STD code of the Station.)

RAKSHAK - Special Post-paid plan in 2G & 3G for Officers of all Para military forces

(i.e. BSF, CISF, CRPF, NSG, ITBP, SSB & Assam rifles only) w.e.f. 08.06.2011.

Sl. No.	Particulars	Charges
1	Activation charges	Free
2	Security Deposit for Local & STD Facilities	Nil
3	Fixed Monthly charges	Rs.425
4	Freebies per month	
	a) Local calls (On-net)	Unlimited Free
	b) STD Call (On-net)	1000 Min
	c) I/C Call while national Roaming	300 Min
	d) O/G Call while National Roaming	200 Min
	e) Local/National SMS	100 SMS
	f) GPRS Usage while inj Home LSA	1GB
5	All other charges, terms and conditions	As per Plan - 725

- i) The credential of the Paramilitary force Officer will be verified before activating the plan by taking a self-attested photocopy of his Identity Card. A self-certificate indicating that no other connection is active in his name under this special paramilitary plan anywhere in India will also be verified. In case photocopy of the Identity Card can't be submitted by the paramilitary personnel, then the Officer in-charge should certify the official and attest the photograph.
- ii) Paramilitary force Officers using BSNL connection and Port-in customers will be allowed to migrate to this plan free of charge.
- iii) The above special plan will be activated in BSNL, CSCs only.

Longer validity DATA RCVs in 3G prepaid mobile services introduced.

Longer validity Data RCV(s) introduced by TN Circle w.e.f. **06.06.2011**. The details are given below:-

<i>MRP of RCV in Rs. (Incl. of S.Tax)</i>	<i>FREE DATA Usage</i>	<i>Validity</i>	<i>Additional usage charges</i>
2503	12 GB	180 days	Rs.0.02/10KB
5003	30 GB	180 days	Rs.0.02/10KB

- i) The Free Data Usage allowed is also applicable while in national roaming.
- ii) The usage charge beyond free usage is same for Home LSA and roaming.
- iii) The Data RCVs will increase both main and dedicated account validity.

Promotional Offer of GSM based FWP (Valid upto 30/09/11)

The price of GSM FWP is revised as Rs.1450/= with revised talk time as detailed below.

<i>Details</i>	<i>Existing</i>	<i>Revised</i>
Sale Price of GSM FWP	Rs.2100/- (4% VAT extra)	Rs.1450/- incl. of all taxes
SIM Card*	Rs.20 to be sold separately	Free on general Plan with Plan validity of one year (1)
SIM activation	ENRG<name of prepaid plan><FWP><Mobile number>	No change
FRC	SaralAnant Plan 15 General prepaid Plan 60	Customer has to purchase the FRC as per his/her requirement (2)
Free talk time	350 minutes of free calls per calendar month ON-NET –Local & STD – for 12 months. (not applicable on roaming)	Rs.150/-per month ON-NET – Local & STD for 12 months(not applicable on roaming)
Validity of promotional offer	Open ended	Upto 30-09-2011
Commission to Franchisee	-	8 % of the Sale Price

*the existing paired SIMs will continue to be used.

1. Only General Plans – 3Nos (2G special, Vinadi special & all@49 special) are allowed with FREE SIM (paired). & initial validity is 365 days instead of usual 180 days. Recharge condition will be applicable after 365 days instead of 180 days.
2. Allowed FRCs are Rs.111, 42 & 48.
3. This promotional offer is applicable for postpaid also.
4. Existing recharge conditions for General plans shall be applicable and there is no change in all other terms and conditions including the activation procedure.

The list of STV(s) [Booster] cards in different groups:

Annexure –use of multiple STV(s) [Booster]

Group 1- General

Name of STV(s) [Booster]	MRP in Rs.	Validity in Days	Activation through topup	Key word for activation through SMS to 53733
Local/national SMS @ Rs 0.01/SMS	13	30	Allowed	STVSMS13
Local calls On net @ Rs 0.10/ min	54	30		VOICE54
Local calls to any network @ Rs 0.30/min (2G)	61	30		VOICE61
Local & STD calls On net –Rs 0.20 /min	47	30		VOICE47
Local video calls free 125 minutes (3G only)	57	30		--
Local calls On-net Unlimited FREE	300	30		VOICE300
Local Calls on-net @ Rs.0.10/min, off-net @ Rs.0.49/min	99	30		VOICE99
Local/STD RS.1.00/3minutes(On-Net) and Rs.1.20 / 3 minutes (Off-Net)	28	30		VOICE28
Local/STD On-Net Night @ 5p/minute (11.00 p.m. to 06.00 a.m.)	17	30		VOICE17
Promotional ISD Boosters – STVs (upto 20.08.2011)				
ISD rate for Canada, U.S.A., Hong Kong, Singapore, Thailand, China – Rs1.49/Min & Rate per International SMS is Rs.2.50	41	30	Allowed	Not Allowed
	18	7		
ISD rate for Bangladesh, Germany, Malaysia – Rs.2.99/Min & Rate per International SMS is Rs.2.50	27	30		
	11	7		
ISD rate for Bahrain, France, Pakistan, Srilanka, U.K – Rs.4.49/Min & Rate per International SMS is Rs.2.50	38	30		
	16	7		
ISD rate for Australia, Bhutan, Indonesia, Kuwait, Nepal – Rs.6.49/Min & Rate per International SMS is Rs.2.50	24	30		
	9	7		
ISD Rate for Saudi Arabia and UAE - 13p/Second & Rate per International SMS Rs.2.50 / SMS	26	30		

Group II-Unlimited Local /STD Voice

Name of STV(s) [Booster]	MRP in Rs.	Validity in Rs.	Activation through topup	Key word for activation through SMS to 53733
Unlimited Local//STD on net one day	31	1	Allowed	--
Unlimited Local//STD on net 7 days	151	7		VOICE151
Unlimited Local//STD on net 30 days	501	30		VOICE501

Group -III Free SMS

Name of STV(s) [Booster]	MRP	Validity	Activation through topup	Key word for activation through SMS to 53733
Local/national SMS 2000 SMS free	23	30	Allowed	STVSMS23
Local/national SMS 3000 SMS free	33	30		STVSMS33
Local/national SMS 10000 SMS free	53	60		STVSMS53

Group –IV GPRS/2G DATA RCV- Not applicable for 3G Services

Name of STV(s) [Booster]	MRP in Rs.	Validity in Days	Key word for activation through SMS to 53733
15GB GPRS usage for 180 days	555	180	GPRS555
10GB GPRS usage for 30 days	270	30	GPRS245
3GB GPRS usage for 30 days	98	30	GPRS89
200MB GPRS usage for 3 days	14	3	GPRS13
100MB GPRS usage for 1 day	7	1	GPRS7

Conditions for use of multiple boosters

For Boosters in Group-I – General

1. The customer can use maximum of one BOOSTER from the group at a time.
2. Customer is not barred from using a second BOOSTER from the same group. However, if he uses a second BOOSTER from the same group, the new BOOSTER activated will override the existing BOOSTER in operation and the validity for the new BOOSTER is counted from the date of activation of the new BOOSTER.
3. Can use *124# to know the BOOSTER validity.

For Boosters in Group-II- unlimited Local/ STD voice.

1. The customer can use maximum of one BOOSTER from the group at a time.
2. If he uses a second booster from the same group and if the validity of the earlier booster is higher, then the higher validity of the earlier booster will be maintained.
3. *124# is not applicable.

For Boosters in Group-III – Free SMS.

1. The customer can use maximum of one BOOSTER from the group at a time.
2. Customer is not barred from using a second booster from the same group. However, if he uses a second booster from the same group, the new booster activated will override the existing BOOSTER in operation and the validity for the new BOOSTER is counted from the date of activation of the new BOOSTER
3. On expiry of BOOSTER validity, balance SMS if any will be nullified.
4. However, if customer uses any other SMS BOOSTER in the same group within the existing validity period of the existing SMS Booster, Balance SMS will be carried forward
5. *124# is not applicable.

For Group-IV- GPRS: -- Not applicable for 3G services

The customer can use maximum of one BOOSTER from the group at a time.

1. On expiry of BOOSTER validity, balance GPRS usage if any will be nullified.
2. However, balance GPRS usage if any will be carried forward if customer uses any other GPRS BOOSTER in the same group within the existing validity period of the GPRS BOOSTER.
3. The BOOSTER Validity is extended from the date of recharge of the new BOOSTER. If the validity of the earlier BOOSTER is higher, then higher validity of the earlier booster will be maintained.
4. *124# is not applicable

* Conditions:

I. The following days are called Black out days. i.e Not eligible for all concessional / free ---SMS / Voice facility on these days including using boosters.

1. New year Eve --31st December
2. New Year Day -- 1st January
3. Valentine Day -- 14th February
4. Diwali
5. Christmas Day – 25th December

II. If Blackout days fall during the validity period of STV, then the validity period will not be extended for these days.

Introduction of ‘Best Value Plan’ for 3G Postpaid Data Plan:

- i) A special Best Value Plan is introduced under 3G postpaid mobile data plan with the following terms and conditions:-

SI No	Particulars	Charges
a)	Fixed Monthly charges	Rs.700
b)	Free Data Usage	2GB
c)	Additional usage charges beyond free usage limit (10 KB pulse)	Rs.100/GB

- ii) Customer who wants static IP address under BSNL 3G post-paid plans, can be provided with one static IP address @ Rs. 250/- per month.
- iii) A discount of 10% on FMC of all 3G postpaid data plan is to be offered to Government Employees (Central Government/ State Government/ PSUs) both existing / new connection after verifying the credential of the officer. The above 10% discount cannot be clubbed with any other special discount/concession.

DID YOU KNOW THE CURRENT PREPAID MOBILE PLANS?

You may like to know the prepaid mobile plans and its tariff that are currently available. You can simply send SMS with the following Key Words to 53733 and know the details.

Key Word	Plan /Tariff Details
PLAN	To know about the current prepaid mobile plans available
PLANSRALANANTSPECIAL	To know about the Saral Anant Special plan
PLANVINADISPECIAL	To know about the 1p/sec – Vinadi Special plan
PLANALL@49SPECIAL	To know about the all @ 49 Special plan
PLAN2GSPECIAL	To know about the 2G Special plan
PLAN3GSPECIAL	To know about the 3G Special plan
PLANANBUJODISPECIAL	To know about the Anbu Jodi Special plan
PLANSTUDENT SPECIAL	To know about the Student Special Plan
PLANNESAM	To know about the Nesam plan

ACTIVATE THE FACILITIES OR GET TARIFF DETAILS ON YOUR OWN.

There are certain facilities/information which can be activated/obtained by you sending SMS with the following key words or to get the details in your mobile.

The Key Words are as follows:

Key Word	Facility/Information	Service in which applicable
AMT	To get Post paid Usage Charges	Postpaid
BILL	To get Previous Month Bill Amount	
BISL/BISS/BISR	Migration to Blackberry Services Plan	Prepaid
Data2G	To check GPRS Account Balance	
Data3G	To check GPRS Account Balance	
FFL	Activation of Friends & Family with one Land Line Number (Note-1)	Prepaid
FFE	Activation of Friends & Family with Land Line and/or Mobile Number (Note-2)	
FFM	Modification FFE number (not for FFL) Charge @ Rs.5/- per number per modification	Prepaid
M3G25	Conversion of 2G Post paid Subscriber to 3G Postpaid	Postpaid
STVSMS	To get details of available STV Vouchers for SMS	Prepaid
STVOICE	To get details of available STV Vouchers for Voice Calls	
STVGPRS	To get details of available STV Vouchers for GPRS	
STVDATA	To get details of available STV Vouchers for Data Card	
ACT3G	2G customers to get 3G data speed	
DACT3G	2G Customer to get back 2G data speed	
IR<space>COUNTRY NAME	To know the operators of the country on International Roaming	Prepaid/Post paid
EMAIL<space>Mail_ID	To register email id for getting post paid invoices	Postpaid

EXPRESS YOUR HEART THROUGH BSNL TUNES:

Choose a song of your choice and set as 'BSNL Tune' of your Mobile.

The charges applicable are in two parts. One is "Service Subscription" charge and another is "Song Rental". Subscription charges will be for a specific period i.e. 30 days or as specified for tariff packages. Song rental will be applicable for every song of selection/change and for a specific period i.e. 30 days or as specified for tariff packages.

Activation procedures and Tariff for BSNL Tunes:

Activation of BSNL Tunes can be done by any of the following ways:-

- SMS
- Interactive Voice Response System (IVRS)
- Mobile Search
- Song of the Day
- Copy command
- Web site.

The activation procedure and its tariff details:

<i>Description</i>	<i>Charges</i>	<i>SMS charge in Rs.</i>	<i>SMS format</i>	<i>Number to which SMS to be sent</i>	
Activation through SMS Mode:					
Subscription Activation	Rs.28 /30 days	2 / SMS	<BT>space<ACT>	56700	
Song Activation	Rs.12 /30 days	2 / SMS	<BT>space<SONG CODE>	56700	
56799M-search-voice	Rs.12 /30 days	Toll Free	<song name or movie name>	56799	
Activation through Dial Mode:					
Dial 56700	Rs.2 /minute	Dial and act on voice prompt		Subscription and Song Rental are applicable.	
Dial 56799 For Mobile Search	Re.1 /minute	Dial and act on voice prompt			
Song of the Day – Dial Mode:					
Dial 9443000567	Free	Dial and act on voice prompt			
Easy Copy:					
Press * (star) and then '9'	Free	To set the ring back tune of your caller (BSNL Numbers) as your BSNL Tune			
Web based activation:					
Log on to www.tamilnadu.bsnl.co.in		Choose your BSNL tunes through our web site			

To change the song customer has to send SMS <BT>space<Song Code> to 56700

(Change of song will attract song rental for the song selected)

To Deactivate the BSNL Tune Service – **Dial 56702** and select option.

WHY STAND IN A QUEUE? ONLINE BILL PAYMENT, HASSLE FREE NOW!

Pay bills online:

You can avail online payment facility logging on to our web: www.bsnl.co.in You can view the latest bills and pay them online. You can get duplicate bill online for any mobile post-paid connection. Mobile prepaid online recharge, top-up and flexi-top-up are also available.

General/Corporate Customers of BSNL can access these features by following three simple steps, viz. Register, Add a Phone account and view & pay bills online.

WATCH TV CHANNELS, VIDEOS ON THE MOVE:

'**BSNL Live**' is a WAP Portal which offers one stop shop for all Customer Information, Entertainment, and Communication related requirements. Through 'BSNL Live' you can watch LIVE TV (Hello TV) and movies on your mobile, download exciting Videos clips games, songs and personalize your mobile phone with wallpapers and ringtones of your choice. To access **BSNLLive** visit WAP site 'http: //bsnllive.net' from your mobile phone and experience the thrill.

You can also ask for the settings by sending <make> space <model> of your handset to **58355 by SMS e.g. <Nokia> space <N79> to 58355.**

After you send the SMS you will in response get several settings on your handset viz. 'bsnllive', 'bsnlstream' etc.

Once you get all the settings, you will have to save them. Out of these several settings the one pertaining to **BSNL Live** (will appear as 'bsnl live') should be saved as **default**. In some handsets the word 'Bookmark' is used instead of default. Thereafter whenever you want to access BSNL Live you will have to click on your Web browser in your mobile; the 'BSNL Live' bookmark will be visible to you and clicking on it will lead you to the **Welcome page**.

Hello TV: Hello TV is a Live TV service which offers more than 50 channels on your mobile. This service is available for both 2g and 3g users with compatible handsets. With hello TV you can now watch Live TV on your mobile anywhere anytime.

Movies: Movies will be streamed on demand i.e. the content will be played in real time on your mobile from 'BSNL Live' directly without first getting stored.

Videos: Video clips of 3-5 minutes (approx.) on an average are available on demand. You can choose videos and download from the available huge library of content at 'BSNL Live'. The categories of content varies from astrology, recipes/ cookery, entertainment, cricket to beauty tips/ clips, comics/ animation, Movies and Movie trailers, Music, Multimedia games and wallpapers, and other different tones/tunes . In addition to above more and more categories of video clips will be added to suit every taste and choice.

Music - Full track song download: You can download full track audio songs (mp3) of your choice through 'BSNL Live'.

Games: Various Categories of Games viz. Regular (Simple & premium) and multiplayer branded games are available. You will be able to see only games which are compatible with your handsets. Thus you need not to worry about compatibility of games. At the time of download you will be required to pay charges of games.

Access to above services is recommended for 3G Subscribers for better experience but other content viz . Wallpapers, Themes, Screen savers, Ring-tones etc. can be used / downloaded by all the GSM subscribers.

YOUR MOBILE IS NOW MOBILE TV

Now watch over 60 TV channels on your BSNL Mobile. You can watch your favourite programs on your mobile on the move. Follow the steps given below:-

- Step: 1** To download BSNL Mobile TV, send SMS.
MYTV to 55447 (2G customers)
MY3GTV TO 55447 (3G customers)
- Step: 2** You will receive a message in your inbox. Click on the same and download the application.
- Step: 3** Get it stored in phone memory.
- Step: 4** In the main menu, click on the application and open it to see the TV channels logos. Choose the channel you want to watch and click on its icon.
- Step: 5** You will see the subscription packages available currently. Choose the option that suits you.
- Step: 6** You will receive a confirmation that your registration has been successful. Now click on the channel and enjoy Mobile-TV.

Note: Data Download charges applicable as per plan.

You can unsubscribe from this service by sending the following SMS.

UNSUBMYTV to 55447 (2G Customers)
UNSUB3GMYTV to 55447 – (3G customers)

UNIFIED MESSAGING ON BSNL MOBILE

Voice Mail Service (VMS), FAX Message, E-Mail, E-Mail to Speech (ETS) are the services you can get under UMS.

1. Voice-Mail

Using this feature, the voice mail can be send/received to/by other subscribers having this facility. The incoming voice message from the mailbox can be accessed as per following procedure:

- ❖ Conditional divert can be given for the voice calls to the voice-mailbox no. i.e. 17000.
- ❖ Whenever a voicemail is received in voice-mailbox, the subscriber will receive an SMS on his/her cell phone.
- ❖ In order to **retrieve** messages from the voice-mailbox, dial 17000 from your mobile phone. Press '*' to skip the introduction part.
- ❖ The message can be retrieved by following the voice menus thereafter.

The voice mailbox can be accessed on landline also as per below mentioned procedure:

In order to **retrieve** messages from your voice-mailbox by using landline phone, dial **9417017000** (which is the common access no.) followed by '#', then your own mobile no. and '#'. The system will prompt you for your password. The default password is **1234**. Enter your password and follow the voice menus thereafter.

2. FAX-Message

This feature will enable the subscriber to send/receive fax message. The fax can be sent/received to/by the subscriber either through BSNL UMN account or using fax machine. The below mentioned procedure is to be adopted while sending or receiving the fax message on fax machine:

1. In order to deposit a FAX message, dial **9417017000** from a FAX machine followed by a '#' and the mobile no. of the person who is the intended recipient of the FAX. A part of the voice menu says " to add a FAX, press 3". Press **3** on your FAX machine and after the system prompts you to, press "**START**" on your FAX machine.

2. In order to retrieve a FAX message from your voice-mailbox, dial **9417017000** from a FAX machine. Then press '#' followed by your own mobile no. and '#'. The system prompts you for your password. Enter your password. The system tells you that you have so many new messages out of which so many are Voice/FAX/E-Mail messages. When you play a FAX message, first, system will announce the sender's phone number and the time when the sender had deposited that Fax Message. Then the system will announce many option like to backup, to keep or to delete etc, You simply bypass these request by pressing '#', then the system prompts you to press "**START**" on your FAX machine.

3. E-Mail/SMS/FAX/Voice Message. This feature will enable the subscriber to send/receive E-mail/SMS/Fax/Voice messages. The subscriber has to get BSNL UMN account for this feature. The below mentioned procedure is to be adopted for sending/receiving the email.

1. Dial 1403 from WAP MS to connect to internet-login to the site www.bsnlumn.com (based on your location go to appropriate website i.e. in north www.bsnlumn.com, south www.bsnlums.com, east www.bsnlume.com and in west www.bsnlumw.com)
2. Logon to your BSNL UMN/S/E/W E-mail Account (using your mobile no. as the user login and **1234** as the password which is a default password).

To receive e-mail: From WAP cell phone goes to inbox then to email and the "view details" choose "body".

To send email: For sending **E-mail, SMS, FAX and Voice Messages** from your UMN/S/E/W account, use the E-mail, SMS, FAX and Voice options as provided under the Compose Menu.

3. For retrieving:

i. Voice messages

To Listen/Deposit to your voice messages, the machine must have the multimedia capability.

The different kinds of messages e.g. voice messages, FAX messages etc will be listed under the subject heading as soon as you logon to your E-mail account. Click on the voice message and the system will play it directly (if your machine supports the '**sbc**' format). If your machine doesn't support the '**sbc**' format, first convert the message into the '**wav**' format using the icon provided on the right hand side. Then system will prompt you to save that attachment to your hard disk. After saving, click on the wav file and the system will play it.

ii. FAX Messages: The FAX message comes as an attachment in the **TIFF format**. Open the FAX message using an imaging program as for example the **IMAGING** on the Windows - NT. The first page will just give you the summary of the FAX message i.e. the total no. of pages in the FAX message, the no. from which the FAX message was sent etc. Then you can download the actual FAX message.

4. E-Mail to Speech (ETS): This feature will enable the subscriber to receive the Email on the mobile phone. In order to listen E-mail messages from your voice mailbox, dial the No: 17000 from your mobile phone. Press * to skip the introduction part. The system prompt will say ' to listen E-mail message Press Option '**4**', thereafter, follow the voice menus. The attachments along with Email cannot be listened from your voice mail box.

'General Terms' used in mobile services

Security Deposit:

Security deposit is required for Local/STD/ISD facility of new connections. It is non-interest bearing & refundable upon surrender subject to clearance of all dues.

No security deposit is required for Local/STD facility from the following categories.

- ✓ BSNL employees
- ✓ Existing BSNL subscribers upon request with conditions
- ✓ Employees of Central/State Government and Central PSUs
- ✓ Bank employees who give ECS mandate from their own bank Central/ State Government & Central PSU's
- ✓ Corporate Customers taking minimum 5 connections in corporate name.

LSA:

Licensed Service Area is the area within which Mobile Services are provided by Service provider (i.e. BSNL) under the license issued by competent authority. Tamilnadu Circle includes all revenue districts excluding Chennai, Kancheepuram and Tiruvallur districts and including Pondicerry Union Territory. For mobile services are concerned, Tamilnadu Circle and Chennai Telephones Area (Chennai, Kanchipuram & Tiruvallur) are considered as single LSA.

Roaming:

You can carry your mobile connection beyond your home LSA and use. In such cases, it is said to be that you are **on roaming**. Roaming service activation is absolutely free. While on roaming outgoing/ incoming call charges are applicable as per tariff plan.

Voice/Video Call Charges:

Local: Calls made to numbers within the LSA

STD: Calls made beyond the LSA

ISD: International calls

The calls charges are applicable as per tariff plan & pulse rate. This will be normally for per minute or per second or specific duration.

Data Download:

2G customers can download Data through GPRS i.e. Mobile Internet facility. 3G customers can download data in their mobile or using data cards through 3G Data service at a very high speed. The tariff for data downloads is applicable as per the data plan of you.

SMS:

Short Message Service is available to send text containing 160 Characters. The spaces between words will be also counted as characters. This may be from a Mobile phone to another mobile phone or one to many or PC to Mobile/Mobiles. Local/National/International SMS can be sent. The charges are applicable as per tariff plan chosen by you.

MMS:

Multi-media Messaging Service, through which, you can send and receive messages containing text, audio or video or combination of any or all. The mobile handset shall be compatible for MMS applications.

Night Calling:

Calls made between 11.00 p.m. and 06.00 a.m. The call charges will depend on the plan chosen by you.

Friends & Family:

This facility allows you to make **Free** calls or at reduced call charges to the selected mobile/fixed telephone numbers. The tariff is applicable as per the plan.

On-net:

It means, own network i.e. BSNL network.

Off-net:

It means other network of Private Operators i.e. other than BSNL.

Top-up Vouchers:

Top-up vouchers are used to extend the usage value and the validity of the plan under use.

C-Top-up:

Channel top-up is nothing but electronic recharge/top-up facility. Recharge or Top-up can be done through C-top-up for the specified values as preferred by you.

Freebies:

Freebies are the concessional tariff, free calls/SMS/Data downloads offered permanently or for limited/specific period or to specific numbers.

Validity:

SIM Validity – It is normally for 7 Days. Within this period you shall activate your connection by using FRC.

Plan validity – The specified period of validity of the Plan chosen by you.

Life time validity of plan - Life Time Validity means the License Period of the Operator. The License Period for Cellular Services of BSNL is 20 years w. e. f. 29.02.2000. However, the License is understood to be renewable further on its expiry. (Note: To continue the lifetime plan the recharge conditions specified along with the plan should be fulfilled).

Grace Period(s)

Grace Period: It is the period within which Recharge or Top-up shall be done by Customer with FRC/RC/Top-up as per the requirement of the plan.

Grace Period 1 (GP-1): 15 days from the expiry of the validity of the plan.

Grace Period II (GP-II): Additional 165 days from the expiry of the Grace Period (GP-I) of the plan.

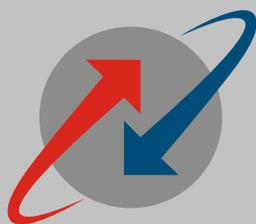
Note:

- A. *During the grace period, no O/G calls will be allowed except emergency (toll free) & IVR calls. However I/C shall be free during Grace Period I and Grace Period II.*
- B. *The balance amount in the customer account will be carried forward in case of renewal within the Grace Period-I, otherwise it shall lapse.*
- C. *The SIM number can be re-activated within additional period of 165 days even beyond the grace period of 15 days (GP-I) as per the parent plan. However, the balance will not be carried forward.*

BLACKOUT DAYS:

As per Telecom Regulatory Authority of India (**TRAI**) directives, 5 days in a year shall be declared as blackout days. BSNL has declared the following 5 days as black out days. No concessional tariff on voice calls or SMS will be available on those days only. The normal tariff as per plan will be applicable on those days.

1. New Years' Eve (31st December) 2. New Year Day (1st January) 3. Valentine day (14th February) 4. Diwali (26th October) 5. Christmas day (25th December) - (all the 5 days for the year 2011).



BSNL

*Connecting India
Faster*

Send feedback on this handbook to

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