

General Manager (S & M - CM)

Sales & Marketing - Consumer Mobility

3rd Floor, New CTS Building

16, Greams Road, Chennai – 600 006

Phone: 044-28297878 Fax: 044-28297979



भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)



No.GM /S&M-CM/T-207 / Sancharsoft /11-12/ 16 dted the 06.01.2012

To

All Heads of SSAs,

Tamil Nadu Circle.

Sub: Choose your mobilre number-Selection of Fancy l numbers - reg

Ref: GM/S&M-CM/T-207 / Sancharsoft /11-12/ 14 dted 15.12.2011

2.DE(comm)/ CBT E-mail dated 02.01.2012

The procedure to be followed for choosing the **Fancy mobile number** is furnished below.

1. Selection of numbers through internet.

Procedure for Selection of Fancy number by internet/Sancharsoft

1) Selection of fancy number via Internet/SS:-

- a) The selection of fancy will be available either on Internet or in the Front end menu available in SancharSoft for both CSR Login/Franchisee login.
- b) The selection option will be accessible via Internet through the website "<http://tamilnadu.bsnl.co.in>".
- c) The customer can select the available number in the list and as soon as he selects the number, a 7 digit **PIN** number (**Personal Identity Number**) will be generated in SS and the same will be sent through SMS to the customer to his mobile number entered in the web-page. (Preferably a BSNL mobile number may be given for the receipt of the PIN number).
- d) An exclusive option is also available to fill the address of the customer and this will avoid any disconnection at a later stage due to "address not available".
- e) The selection of the number will be reserved for the subscriber for 24 hours for fancy numbers(excluding holidays), within which the customer has to activate the selected number by approaching the nearest CSR otherwise the reserved number will be cancelled and will be taken back to add it in the spare list.
- f) The amount fixed for fancy number is marked against the fancy number which will enable the customer for his commitment.
- g) The customer is given a choice of selecting only one Fancy GSM mobile number per day.



2) Creation of Fancy Numbers in CSR:-

- a) Creation of any fancy number(booked either through Internet or through front end of CSR/franchisee login) , will be available through the front end of SS in **CSR login alone**, this is due to an additional amount to be collected from the customer for the fancy number apart from the SIM cost and the FRC amount.
- b) For fancy number, customer can approach the nearest CSR along with the relevant documents like address proof, ID proof, Photograph etc., in addition to the PIN number which he receives at the time of booking the fancy number.
- c) CSR official will check for the authenticity of the following :
 - GSM number booked by the customer,
 - PIN number received by the customer at the time of booking,
 - Mobile number as entered for receipt of the PIN number at the time of booking.

For prepaid number creation

Select Prepaid -> Internet/reserved GSM –TN in CSR login.

Customer has to provide

1. Booked Fancy number

2 PIN number (while entering the PIN number CSC has to make entry the exact PIN received by customer. (Example: **FANCY1001084** like this).

3. The mobile number in which PIN number is received.

CSR can select the SIM number, SIM type and the plan (as per the procedure) for Creation.

- d) After making the address entry, a receipt for Rs. 827 (inclusive of TAX) will be generated in SS. A receipt will be generated in the CSR for the amount to be collected from the subscriber which includes SIM cost + FRC amount + fancy number amount. CSC has to contact concerned SSA AGM (Sales) for approving the same. Then the number will be sent to HLR /IN for creation.
- e) It will take minimum of 40 mins to get the SIM activated in the respective plan in HLR/IN in case of fancy number and the subscriber can be informed accordingly.
- f) Provision is also made in the front end of SS to edit the address fed by the customer while booking the fancy number through Internet if required before sending for creation.

After selecting the Fancy mobile number, if the number is to be created as Post paid number the following procedure is to be followed.

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For post paid Booking:

CSC has to select the post paid menu in Internet /ReservedGsm-TN,

Customer has to provide

1. Booked Fancy number

2 PIN number (while entering the PIN number CSC has to make entry the exact PIN received by customer. (Example: **FANCY1001084** like this).

3. The mobile number in which PIN number is received.

After giving confirmation, SS will display 4 digit PIN number. Again CSC has to login to 10.32.32.216 site for activation of the same as postpaid.

SS will push this number as post paid to billing data base in TCAT server SS_POST_TO_CSC table with category as Fancy and amount as 750/-

CSC has to go to 10.32.32.216 site to release this number in post paid inventory and creation via Kennan FX.

(K.Rathakrishnan)

Deputy General Manager (Sales)

Tamil Nadu Circle, Chennai.

Mobile Number :9443200336

Copy to:1.GM(TR),TN circle.

2.All AGM(sales), TN circle

3.All Franchisees TN circle.