

What is Universal Personal Number (UPN) Service?

By dialling the UPN number a service subscriber can be reached in the telephone network nationwide. He can also make calls using his Universal Personal Number from any BSNL Landline, but he will be billed on his UPN. All the calls made by subscriber using his UPN will be billed at his UPN by the IN Platform. The subscriber will be given a management code and password using which he can designate any BSNL/MTNL phone/mobile on which his UPN Calls can be sent by the IN System.

What are its advantages?

It is convenient for the user who is mobile between offices or different cities but do not want all calls to come on his mobile. The subscriber can retain the UPN number even after the office location changes. Thus this service can be positioned between landline and mobile. Since mobile number has become a very personal number; Senior, Middle management and specially women workers may be reluctant to reveal their mobile number. UPN takes advantage of this fact as calls coming on UPN can be mapped on any landline or mobile based on his/her convenience. Thus they can avoid giving mobile phone number to everyone.

How this service is used?

The subscriber to this service will be given a logical number 1868 XYZ ABCD, which will be called the UPN number. (XYZ - 345/ 233/ 180/ 425 depending upon the location from where the service is applied). With a management code 1808 XYZ the destination number of the UPN can be changed to any BSNL fixed or wireless phone. Using the management code PIN also can be modified.

What are the advantages of UPN Service vis-à-vis mobile number?

UPN Number service is a service which fills the gap between landline and mobile. While landline is totally fixed, mobile number becomes a very personal number and every caller disturbs the holder. The UPN Service will allow the user more freedom, wherein he can decide when the call should reach his mobile or when the call should reach his land line or his PA's landline/ mobile. With UPN number one need not write Office/residence & mobile number on the visiting cards and mobile number can be revealed only to few selected people.

What is the dialling plan of UPN Service?

To call a UPN Subscriber only the logical number needs to be dialled just like any directory number. e.g. If UPN Number 1868-345-1000 is allotted to a customer having DEL Number 011-2222-1234 then any user who wants to reach this person will dial 1868 345 1000 only & the call will land on 011-2222-1234. The charges will be as per charging plan.

What can be done using Management Menu?

Management of UPN can be done by dialling management access code 1808-XYZ (XYZ - 345/ 233/ 180/ 425 depending upon the location from where the service is applied). On getting announcement “Pl. dial your UPN no.” the last 4 digits of UPN no. (e.g.1000) is to be dialled. On getting announcement “Pl. dial your PIN”, PIN 1234 (assumed PIN) is to be dialled.

Following Menu options are available:

- 1) “Dial 1 to register a new default destination”
- 2) “Dial 2 to deregister default destination”
- 3) “Dial 3 to modify your PIN”
- 4) “Dial 4 to make a outgoing call”

How a new number can be registered as new destination?

This feature is used to define a new number where UPN calls are to be routed. In the above case, when calls for UPN no. 1868 345 1000 are to be routed from no. 011-2222-1234 to 011-2337-2424, digit 1 is to be dialled followed by 2337-2424 (without STD code for local number) as new destination no. But when destination no is 080-2448-4845 (STD number) then 080-2448-4845 (with STD code) is to be dialled.

How to register and deregister to new default destination?

In the above case if the UPN user wants to revert back routing of UPN calls to original 011-2222-1234, then through option 2 of main menu this feature can be had.

How the PIN can be modified?

PIN (4 digits) for UPN management can be modified through option 3 from the main menu. The subscriber is requested to change the PIN after every few weeks.

How to make outgoing call through UPN?

Option 4 from the main menu can be used for making outgoing calls through UPN.

ACCOUNT CALLING CARD (ACC)

Account Card Calling:

This service allows the user to make a phone call from any normal phone to any destination number and have the cost of these calls charged to the account specified by the Account calling card. This card is ideal for corporate and executives. Economical and convenient, customer need not worry about consumption out of budget and helps executives control their calls. It can be availed from BSNL offices.

Features:

- Eight simultaneous calls possible from same Account Card. Local, National and International dialling possible.
- National, International call restriction.
- Call restriction also possible according to origin & destination.
- Multiple Language choices.
- Detailed bill facility available on demand at cost.
- Account balance announcement with Real Time Credit Supervision.
- Minimum credit to use the service with Warning Tone when credit reaches optimum level.
- Follow On Calling – In case of Called Party On Hook, Called Party No Reply & Called Party Busy, the user can make a second call without entering the secret code number.
- Incoming /Outgoing Black List can be had.

PREMIUM RATE SERVICE (PRM)

In an information society, acquisition of plenty information affects our life greatly, From daily life to financial investment from shopping to travelling.

The PRM service enables service subscribers to provide such information at a premium calling rate to users. For users it is a quick and accurate way to get the latest information - anytime... anywhere.

The service subscriber can be reached through a PRM number and all calls are routed to the destination he registered. The service subscriber may have incoming calls routed to his installation or rejected according to a set of features.

PRM Service can be accessed with code 1867-XYZ-ABCD (XYZ: 233, 345, 180, 425).

Features:

- Revenue sharing between the service provider & network provider (BSNL).
- PRM service accessible through prepaid mobile of BSNL only.
- For other features refer the features of TFS and UAN.

UNIVERSAL INDIA TELEPHONE CARD (UITC)

This convenient prepaid card gives the customer the freedom to make local, STD, or ISD calls even from a STD or ISD barred phone. Simply the customer can dial the access code and 16 digit secret code from any telephone set, nearby, to make calls without paying the call fee on site.

Universal India Telephone cards are available at all customer service centres of BSNL and its franchises, UITC card purchased in one city can be used in any other city. Some UITC meant to be used in particular area e.g. J&K will be printed with such a message and can only be used in that area.

Features:

- UITC cards are available in various denominations to suit a customer's need & pocket.
- No registration charges.
- Expiry period 18 months from the date of printing and validity period of 10 days to 6 months to suit the customer convenience and usage.
- Multiple Language Choices.
- Detailed bill facility available on demand, at cost.
- Account balance announcement with Real Time Credit Supervision.
- Minimum credit to use the service with Warning Tone when credit reaches optimum level
- Follow On Calling – In case of Called Party On Hook, Called Party No Reply & Called Party Busy, the user can go and make a second call without entering the secret code number.
- Provides Incoming /Outgoing Black List.
- UITC cards can be used to make calls from BSNL mobiles.
- Access code: 1802-XYZ (XYZ given on UITC card).

Activation and Tariff: -

Card is activated on first use or on checking the balance.

All calls are preceded by the code 1802 XYZ (XYZ = 345/425/180/233)

Applicable service tax is included in the cost of the card.

Cards available in various denomination of Rs. 20, Rs. 55, Rs. 110, Rs.300, Rs.550, Rs. 1100/-

Volume based discount on sale of cards and PINs to BSNL Franchisees available.

Electronic PINs available for sale for different denominations in addition to UITC cards.

For latest update please visit BSNL website <http://www.bsnl.co.in>.

FIXED LINE PREPAID (FLPP)

What is FLPP (Fixed Line Prepaid) service of BSNL?

FLPP Service enables a subscriber to make calls from a prepaid account linked to his telephone number. Unlike the prepaid card 'ITC' service, where the authentication is done every time through a 16-digit PIN, the authentication of FLPP is linked to his telephone line & the user is not required to dial the Account number/ PIN for authentication, making it simpler to use.

What are the features of FLPP service?

Fixed Line Prepaid service offers Conversion of fixed line to Pre Paid (get rid of telephone bills), Easy de-linking from telephone line when prepaid is not required on any number, No need to dial Account number/ PIN every time you make a call, STD/ISD Facility, On Line balance enquiry, 'Follow on feature' on no reply, busy and called party release to dial another number for subscribers other than PCO, Easy recharge and no problem of bills, Free Level-1 service like 100, 101, 102 etc. available, Free Level-1 IN services which are free to end-customers like Free Phone etc. are available.

How many types of FLPP Accounts are there?

There can be four types of FLPP accounts namely - PCO FLPP Account, PCO Local FLPP Account, General FLPP Prepaid Account and General FLPP Prepaid + Post paid Account. However please check from BSNL website or nearest BSNL office or BSNL help desk as to which type of services are in operation at present.

Which type of Account card should I purchase?

You should purchase Account card based on your type of line i.e. PCO or general line. In case of General user you should purchase Account card based on your requirement i.e. fully prepaid or Prepaid + Post paid.

How many types of Recharge coupons are there?

There will be two types of Recharge coupons one for PCO (same for both type of accounts) and one for General user (same for both type of accounts).

Which type of Recharge coupon should I purchase?

You should purchase recharge coupon as per your Account profile only. It is mentioned on the Recharge coupon as to which type of Account cards can be recharged using the recharge coupon.

Can FLPP service be accessed only from Fixed Line?

FLPP service can be accessed from Fixed Line as well as WLL networks. However BSNL will announce from time to time the type of exchanges from where this service shall be available. Presently it is available from OCB-283, AXE-10, EWSD, 5ESS and E10B type of exchanges.

How shall I access my account for the first time? Or How can I attach my line to my account?

The first time dialling procedure is dependent on type of account card and is as follows:

- (i) FLPP PCO Account or FLPP Local PCO Account- dial '1284#' and follow announcement or use remote access i.e. dial 1806 345 (for East & North zone and 1806 233 for west & south zone account cards) from PCO and follow announcement to attach your line (CLI) to your account.
- (ii) FLPP General Account Pure prepaid - dial '1284#' and follow announcement or use remote access i.e. dial 1806 345 (for East and North zone and 1806 233 for west & South zone account cards) and follow announcement to attach your line (CLI) to your account.
- (iii) FLPP General Account Post paid + Pre Paid - use remote access i.e. dial 1806 345 (for East & North zone and 1806 233 for west & south zone account cards), after which you will be prompted for Account number –dial account number. Then you will be prompted to dial the PIN – dial the PIN. Then you will be asked to dial destination number – dial destination number followed by # or dial 9 followed by # to access main menu. Dial service number 4 to attach your line, dial '1' to continue.

What are different dialling procedures?

1. Direct access - Dial destination number directly. Authentication is automatic. You can make calls only from the telephone number whose (line) CLI has been attached to the account. Your telephone line is configured at the local exchange for this purpose. This can be used by PCO owners and by General FLPP Pure paid users.
2. Remote access - FLPP account can be used from any telephone line. To use this service dial 1806 345 (for East & North zone and 1806 233 for West & South zone account cards), after which you will be prompted for Account number –dial account number. Then you will be prompted to dial the PIN –dial the PIN. Then you will be asked to dial destination number – dial destination number followed by # or dial 9 followed by # to access main menu. Dial service number 4 to attach your line, dial '1' to continue. It may be used by PCO owners and General FLPP Pure Pre Paid accounts for the first time use. General FLPP accounts post paid + Pre paid can use remote access to attach/detach their line and to make calls from other lines.

3. Express access –Dial 1805 345 (for East & North zone and 1805 233 for West & South zone account cards) followed by destination number. No need to dial account number & PIN authentication. For this purpose attach your telephone line to the account using the menu management feature. It will be used by General FLPP post paid + pre paid Account holder to make calls from its attached line.

What can I do with Menu Management options?

You can change your PIN, enable/disable PIN, attach or detach your line (CLI), select languages, know your credit in the Account, recharge your account etc.

How can I access the Menu?

You can access the menu in two ways:

- (1) FLPP PCO Account, FLPP Local PCO Account and FLPP General Pure Prepaid Accounts – You need to dial 1284# to access the menu.
- (2) FLPP General 'Prepaid + Post paid' Accounts - In this case to access the menu you will have to dial the remote login code 1806 345 (for East & North zone and 1806 233 for West & South zone account cards) and follow announcement for menu management.

What are the various Menu Management options?

The menu is operated by dialling service option for various purposes as follows:

- (i) For language modification dial '0'.
- (ii) For PIN Management dial 1 (Then in sub menu dial 1 to change the PIN and 2 to enable or disable PIN).
- (iii) For Recharge dial 2.
- (iv) To know your account balance, dial 3.
- (v) For account attachment/detachment dial 4
- (vi) For Help dial 5.
- (vii) For Remote access enable/disable dial 6
- (viii) For redial dial 7.

What features will FLPP service provide me if I am a PCO Owner?

FLPP Service will provide the following features to a PCO owner:

1. Offers convenience of not paying the bills. The prepaid account will be directly linked to the PCO's telephone line. The customer line shall be suitably configured from the local exchange so that you can dial the destination number by lifting the phone. Home metering shall be provided so that you can charge your customer.

2. Remote login facility is provided only to attach/detach line.
3. PIN option can be enabled for fraud control purpose only. PIN is not mandatory to access menu. PIN can be enabled only to prevent fraud from direct line.
4. Menu management shall be provided through access code of '1284#'. Only PCO line can be attached to FLPP account. Only one call possible from the account at a time.

Is FLPP service different for Local and STD PCO?

There can be two types of PCO accounts – FLPP PCO Account - offering Prepaid services (for Local +STD+ISD) & FLPP PCO Local Account - offering Prepaid services (for local calls only). All other features will be same for both types of accounts. However the customer needs to check with the local office whether both the services are available at present.

What features will FLPP service provides me if I am not a PCO owner but a FLPP General Account holder?

FLPP General Accounts can be of two types –

FLPP General Pure Prepaid – offers only Prepaid Services and FLPP General 'Prepaid+Postpaid' – offers both prepaid as well as postpaid services. Common features of both are as follows: Remote login facility is available. Redial & Follow-on facilities are available. This service can be provided to all wire-line customers other than PCOs i.e. to both residential as well as commercial customers.

What features will FLPP service provide me if I am a FLPP General Pure Prepaid customer?

Features specific to only Prepaid services are as follows:

- (i) The customer can make only prepaid calls through his FLPP Account. The customer line will be configured from the exchange.
- (ii) The customer dials the desired number directly and the call is credited to his FLPP account. PIN option shall be available to attach/ detach account with particular line (CLI) and other menu management options. If PIN option is enabled for control purpose, it will be mandatory to dial the PIN every time before dialling the destination no.

What features will FLPP service provide me if I am a FLPP General 'Prepaid+Postpaid' customer?

Features specific to accounts having 'Prepaid+Postpaid' are as follows:

- (i) The customer has the option of making both prepaid calls through his FLPP account as well as postpaid calls.

- (ii) The customer is required to dial 1805 345 (for East & North zone and 1805 233 for West & South zone account card) followed by destination number for making prepaid calls. Postpaid calls can be made directly.
- (iii) No configuration required to be done at the local exchange for the telephone line.
- (iv) PIN option shall be available to attach/ detach account with particular line (CLI) and other menu management options.

How can I get my account activated?

First the account should be attached to the line in case of the PCO account or FLPP General Pure Prepaid account. There is no need of line attachment in case of General FLPP Prepaid + postpaid account. Your Account will get activated with the first outgoing call.

In which language shall I get the announcements?

For choice of language of announcements the selection can be made at the time of first call or a default Language shall be attached to the account profile.

What steps can I take if my account card is lost?

You must keep your account card very carefully. If it is lost/stolen/misplaced, it cannot be deactivated and therefore may be misused. You will then lose out on any credit remaining in your card. In this case BSNL will not be in a position to take any action, or be liable for any refunds.

Is there a provision to carry forward the balance?

You can carry over the remaining balance and time of your card to next cycle, if you recharge within Grace period.

What will happen if I do not recharge my account within validity period and Grace period?

‘PCO FLPP account’ or ‘General FLPP Pure Prepaid’ - If you don't recharge your account within the validity period, your account will become inactive. In this state you cannot make outgoing calls; however you will continue to get incoming calls within the Grace period. After Grace period your account will expire and you will not be able to recharge and your telephone line will be disconnected. In such a case you need to buy a new Account and get your telephone line reconnected.

General FLPP ‘Prepaid + Postpaid’ – If you do not recharge within your validity period, your account will become inactive. After the grace period your account will expire and you will not be able to recharge. However you can make calls using postpaid option and you will continue to get incoming calls. You will have to procure another account card for using the prepaid option.

How do I know as to when the validity/ inactivity period will expire?

Warning announcement shall be provided few days ahead of end of validity period, end of inactivity period.

How do I know that my balance is going to finish?

A query can be placed using Menu management to find out the balance. A voice announcement/tone will remind you to recharge your account every time you make a call, once your balance reaches less than a threshold.

How can I recharge my BSNL FIXED LINE PRE-PAID ACCOUNT CARD?

To recharge your account scratch the recharge coupon and obtain the 16 digits code. Dial 1805 345 1284 from 'postpaid + prepaid' account or just 1284 from pure prepaid or PCO account. Follow the announcement.

What if I dial the PIN wrongly repeatedly for recharge purpose?

Your account will be blocked if you dial the PIN wrongly more than three times. In this scenario you may contact help desk at 1-800-345-1800 for unblocking the card.

Whom I can contact in case of difficulty?

Please dial Toll free number 1-800-345- 1800 to reach Help Desk executive.

What precautions I should take while purchasing FLPP Account card?

Please check whether the service is available in your exchange area and see that the account card is unscratched.

What precautions I should take while purchasing FLPP recharge coupons?

Match your FLPP Account card profile with that of recharge coupon and ensure that it is unscratched.

At present only the following FLPP services are offered by BSNL:

1. FLPP PCO Account.
2. FLPP General Account "Prepaid + Postpaid"

ACCESS CODES FOR DIFFERENT IN SERVICES

1	Free Phone	1800 XXX
2	Virtual Calling card (VCC)	1802 XXX
3	Account Calling card (ACC)	1804 XXX
4	Premuim Rate Number (PRM)	1867 XXX
5	Virtual Private Network (VPN)	1801 XXX
6	Tele-voting (1 Unit)	1861 XXX
7	Tele-voting (2 Unit)	1862 XXX
8	Tele-voting (Differential)	1863 XXX
9	Tele-voting (No charge)	1803 XXX
10	Universal Access Number (UAN)	1860 XXX
11	UAN Management	1807 XXX
12	Universal Personal Number (UPN)	1868 XXX
13	UPN Management	1808 XXX
14	FLPP - Direct Access	1805 XXX
15	FLPP - Remote Access	1806 XXX

* Where XXX is the SCP Code as given below: -

Lucknow	180
Bangalore	425
Ahmedabad	233
Hyderabad	424 & 888
Kolkata	345

Fixed IN Services Tariff Information

FREE PHONE / TOLL FREE SERVICE

This service is an ideal business promotion tool for business communities who want their customer to call them free of cost. Totally customer oriented organizations can provide information about their products, allow customers to place orders or even register their complaints/suggestions and offer assistance to customers without the user getting charged. Other features are:

1. This service can be taken on any existing telephone line without requiring any additional line.
2. Any user can call FPH/TFS number free of charge.
3. All charges are to be paid by the FPH/ TFS holder (who has taken this service & receives the call – service subscriber).
4. The service subscriber is allotted a FPH/TFS service number (Eleven digits). For one FPH/TFS service number, the subscriber can have many destination numbers.
5. Any subscriber who is willing to become a free phone subscriber outside the cities where the IN switches are installed, the call charges will be as per the national STD tariff.
6. The charges indicated here are FPH service charges and they do not include the normal charges levied for basic telephony service.
7. Billing for the same is separately issued to subscriber on monthly basis, which does not include landline rent & call charges on which the TFS/FPH service is taken.
8. Access Code is 1800-XYZ-ABCD where XYZ is 180 / 233/ 345 /425 for IN switches located at Lucknow/ Ahmedabad/ Kolkata /Bangalore and ABCD is subscriber number.
9. Vanity numbers are available for selection of ABCD on charge basis.

TARIFF:

1.	Processing charge for service (Non refundable)	Rs.3000/-
2.	Security deposit (Refundable) (To be reviewed every 6 months)	Initially Rs.10,000/- & to be updated to 2 months average billing
3.	Fixed Monthly Charges for service	Rs.1000/- per month
4.	Call Charges	From Basic/WLL
	Local (Within same SDCA)	Rs.1.20/120 sec
	Intra Circle (Within same circle)	Rs.1.20/60 sec
	Inter Circle	Rs.1.20/60 sec
		Cellular
	Within LSA	Rs.1.20/60 sec
	Outside LSA	Rs.1.60/60 sec
	National Roaming	Rs.1.60/60 sec

5.	Discount To Free Phone subscriber	Monthly Bill	Discount
	(Note: The discount is on non-graded basis)	Up to 10000	Nil
		10001 to 50000	10 %
		50001 to 250000	15 %
		250001 to 500000	20 %
		> 500000	25 %
6.	Numbering scheme	1800-XYZ-ABCD	
		where XYZ is 180 / 233/ 345 /425	
7.	Charges for any modification in service on request from subscriber	Rs.100/- per modification	
8.	Detail billing soft copy (on demand by Sub.) (Per month)	Rs.100/-	
9.	Vanity Numbers Charges	One Time	Monthly Payment
	Super Premium (Category A)	Rs.10000/-	Rs.1000/-
	Premium (Category B)	Rs.7500/-	Rs.750/-
	Prime (Category C)	Rs.5000/-	Rs.500/-

NOTE:

1. The processing charge may be waived off for CIC and Corporate customers giving revenue of Rs.1,00,000/- per month from other BSNL services.
2. The fixed monthly charges applicable to FPH/UAN number may be waived off for customers with call revenue of Rs.50,000/- p.m. or more from the particular FPH number.

UNIVERSAL ACCESS NUMBER (UAN)

This service is an ideal business promotion tool for organisations who want their customer to call them but don't want to pay call charges on customers behalf. The service subscriber may not wish to pay any call charges or full call charges for the service. Using this UAN, customer based organizations can provide information about their products, allow customers to place orders or even register their complaints/suggestions and offer assistance to customers without levying any unanticipated financial burden.

The subscriber having this service can be reached nationwide under a unique IN number. A number of destination numbers can be designated to an UAN number. Other features are:

1. This service can be taken on any existing telephone line without requiring any additional line.
2. Any user in BSNL telephone network / Private operator networks can call this number.
3. UAN - Fixed Charge - The call charges are paid by the calling party.

4. UAN - Split Charge - The calling party will pay the local call charges (to be charged at local exchange) and the called party will pay from SSP up to destination (through detailed billing at SCP).
5. Billing for the same is included with landline rent & charges who dials this UAN number.
6. Access Code is 1860-XYZ-ABCD where XYZ is SCP code 180/233/345/425 for IN switches located at Lucknow/Ahmedabad/Kolkata /Bangalore and ABCD is subscriber number.
7. Vanity numbers are available for selection of ABCD on charge basis.

Particulars	UAN-Full Charge	UAN-Split Charge	
1. Processing charge for service (Nonrefundable)	Rs.5000/-	Rs.3000/-	
2. Security deposit (Refundable) (To be reviewed every 6 months)	N.A	Initially Rs.10,000/- & to be updated to 2 months average billing	
3. Fixed Monthly Charges for service	Rs.3,000/- per month	Rs.1,000/- per month	
4. Call Charges Payable by	Calling Party (Sec/MCU*)	Calling Party (Rs./Sec)	Called Party (Rs./Sec)
(I) From Landline/WLL			
(a) Local (Within same SDCA)			
(i) From BSNL/MTNL	30 Sec	Local call charge to PSTN	Free
(ii) From Other Networks	Not Applicable	Not Applicable	1.20/180
(b) Intra Circle (Within same circle)	30 Sec	Local call charge to PSTN	1.20/60
(c) Inter Circle	30 Sec	Local call charge to PSTN	1.60/60
(II) From Cellular			
(a) Within LSA	2.00/60	Local C2F as per plan	1.20/60
(b) Outside LSA	2.00/60	Local C2F as per plan	1.60/60
(c) National Roaming	Prevailing national roaming tariff (calls beyond visited LSA) as per plan	Prevailing national roaming tariff within LSA as per plan	1.60/60
5. Discount To UAN subscriber	N.A.	Monthly Bill	Discount
Note:		Upto 10000	Nil
(i) The discount is on non-graded basis		10001 to 50000	15 %
(ii) In case of UAN (Split charging)		50001 to 250000	20 %
Excludes local calls		250001 to 500000 > 500000	25 % 30 %
6. IN Number	1860 XYZ ABCD	1860 XYZ ABCD	
	XYZ – SCP Code	XYZ – SCP Code	
	ABCD - (0000 TO 4999)	ABCD - (5000 TO 9999)	
7. Any modification in service (on demand)	Rs.100/-	Rs.100/-	
8. Detail billing soft copy (Per month) (On demand by subscriber)	Rs.100/-	Rs.100/-	
9. Vanity Numbers Charges	One Time	Monthly Payment	
Super Premium (Category A)	Rs.10000/-	Rs.1000/-	
Premium (Category B)	Rs.7500/-	Rs.750/-	
Prime (Category C)	Rs.5000/-	Rs.500/-	

NOTE:

1. *Rate per MCU is as per applicable plan.
2. The processing charge may be waived off for CIC and Corporate customers giving revenue of Rs.100000/- per month from other BSNL services.
3. The fixed monthly charges applicable to UAN number may be waived off for customers with call revenue of Rs.50000/- p.m. or more from the particular UAN number.

VOICE VIRTUAL PRIVATE NETWORK

The Voice VPN service enables the subscribers to establish a private network using public network resources. VPN can be formed with BSNL phone numbers only. The subscriber's lines connected to different fixed line network switches constitute a Virtual PABX including a number of PABX capabilities such as Private Numbering Plan (PNP), Call Transfer and Call Hold etc. Restrictions on O/G and I/C calls can also be imposed.

ACCESS CODE: 1801-XYZ (XYZ – SCP code)

TARIFF:

The charges for VPN services shall be split in to two parts namely Fixed Plan Charges and Usage charges per minute. The usage charges shall be ON-Net (Within VPN) and OFF-Net (Outside VPN). The OFF-Net charges shall be as per the applicable tariff of BSNL. Following are the VPN tariff in addition to normal rental/plan charges of basic phone DEL in the group.

VPN between BSNL fixed Service:

1. Activation Charge	Rs.1000/-			
2. Minimum Period of hire	One Year			
3. Creation/Deletion/Addition/Modification per no.	Rs.100			
4. Charges for the change of feature (per request)	Rs.100			
5. VPN and Usage Charges	SDCA	LDCA	Circle	All India
(a) Minimum Connections for VPN (PNP)	25	25	25	50
(b) Fixed VPN Charges per month per DEL (In Rs.)	99	149	249	399
(c) ON-Net Charges per minute	Nil	Nil	Nil	Nil
(d) OFF-Net Charges outside VPN (Local, STD, ISD, Cellular and WLL (M))	As per the existing tariff from fixed to other networks			
6. Discount on the OFF-Net Calls of the group (Only on calls) (On graded basis)-				
(a) Below 10000	Nil			
(b) 10001 to 25000	2.5 %			
(c) 25001 to 50000	5 %			
(d) 50001 to 100000	7.5 %			
(e) > 100001	10 %			
Note: No other Corporate Discount scheme will be applicable on the above charges				
7. Charges for the change of feature (per request)	Rs.100/-			
8. Addition/Deletion/Modification of any of the following feature per request per extension				
(i) Exception List (List of numbers not allowed for incoming and outgoing calls)	Rs.100/			
(ii) Barring of off-net calls (Barred from making call outside VPN)	Rs.100/			
(iii) Selected off-net destinations (only selected destinations outside VPN is allowed)	Rs.100/			
(iv) Barring/Opening STD, ISD on number within VPN (Normal STD/ISD opening/barring)	Rs.100/			
(v) Time dependent routing of incoming calls	Rs.100/			
(vi) Origin dependent routing of incoming calls	Rs.100/			
(vii) Multiple Account Code (Allows users of given VPN group to mark their calls according to business so that company receives a bill, which details cost of communication according to company activities and organization)	Rs.1000/- per mont			
(viii) Dual Invoicing (Allows to bill calls made by VPN extension either on company corporate account or on personal account)	Rs.100/- per extension			

VPN between BSNL fixed and BSNL Cellular Service:

No. Of DELs	Circle VPN		All India VPN	
	25 to 99	100 & above	25 to 99	100 & above
(A) Unlimited VPN between BSNL fixed and BSNL Cellular Service				
Monthly VPN Charges (in Rs)	275	199	399	349
Call charges within VPN	Nil	Nil	Nil	Nil
Call Charges outside VPN	As per existing tariff			
(B) Unlimited VPN between BSNL fixed and BSNL Cellular Service				
Monthly VPN Charges(in Rs)	99	75	199	149
Call charges within VPN	0.20	0.20	0.50	0.50
Call Charges outside VPN	As per existing tariff			
<ul style="list-style-type: none">• In addition to VPN charges, normal fixed charges shall also be levied as applicable to a particular plan.• The above package is not applicable to PCOs/DID/ISDN services etc.• No discount shall be permissible for calls made outside VPN.• All other terms and conditions will remain the same.				

PREMIUM RATE SERVICE (PRM)

The PRM service will facilitate service providers to offer services like forecast, future, share market, job consultation etc. The service provider is allotted a PRM service number (1867-XYZ- ABCD) by the network operator (BSNL) and that number can be accessed from any point in the network. This is a service that can be accessed by BSNL Prepaid GSM mobile subscribers all over the country on new Intelligent Network platform. For this service, call charges will be at a higher rate i.e. premium rate (these charges will be borne by calling users) and the revenue earned is shared between service provider (receiver of call) and network provider (BSNL). For the same PRM service number, the subscriber can have a number of destination numbers for answering the calls. Other features are:

1. This service can be availed on any existing BSNL telephone and does not require any additional line.
2. Any BSNL Prepaid GSM mobile subscribers can call PRM number.
3. All call charges are paid by the calling user.
4. Roaming prepaid subscribers are barred from accessing PRM service.
5. Minimum period of hire of the service will be one month.
6. Access Code is 1867-XYZ-ABCD where XYZ is SCP code 180/233/345/425 for IN switches located at Lucknow/Ahmedabad/Kolkata /Bangalore and ABCD is subscriber number.

TARIFF:

1. Activation Charge	Rs.3000/-
2. Call Charges (payable by calling party)	Rs. 1.20 per unit call
3. Fixed PRM Charges Per Month	Rs.500/-
4. Minimum Hire Period	One Month
3. Any modification, addition, and deletion in time dependent routing, origin dependent routing and all such available features	Rs.100/- per addition/ deletion
4. Pulse duration (Depending upon the premium service Type)	4, 12, 30 & 60 seconds per unit call
5. Call charges	Rs.1.20 per pulse
6. All the other miscellaneous charges including Vanity number	As in the case of Free Phone, UAN etc.
7. Revenue share on graded basis to subscriber of Premium Rate Service based on Monthly billed metered call units (MCUs) .	Revenue Share (In Rs.)
(a) Up to 1 Lakh	0.20
(b) 1 to 5 Lakhs	0.30
(c) >5 to 10 Lakhs	0.40
(d) >10 Lakhs	0.50

TELEVOTING SERVICE

Tele voting is a service by which a telephone subscriber can indicate his opinion on any matter by dialling an IN number of the service subscriber followed by two digits for the opinion. This service is very useful where large number of TV programs are operating with incentive schemes to increase/retain their viewers. Service provider can get the choice by calls made by public on per day/per week/per month basis. Other features are:

1. This service is available on any existing BSNL telephone line and does not require any additional line.
2. Anyone can call televoting number from BSNL network.
3. Access Code for Televoting is
 - o 1803-424 (Pollster Pays).
 - o 1861-424 (Voter Pays - Unit pulse). &
 - o 1862-424 (Voter Pays – 2 pulse) for Premium Televoting.
4. Total digit for Televoting
 - o 1803-424-ABCD-XX (Pollster Pays).
 - o 1861-424- ABCD-XX (Voter Pays). &
 - o 1862-424-ABCD-XX (Voter Pays) for Premium Televoting.
5. Vanity numbers are available for selection of ABCD on charge basis.

TARIFF:

Particulars	Televoting- (Pollster Pays)	Televoting- (Voter Pays) 1861-424-ABCD	Televoting- (Voter Pays) 1862-424-ABCD
1. Processing charge for service (Non-refundable)	Rs.5000/- (Non-refundable)	Rs.5000/- (Non-refundable)	Rs.5000/- (Non-refundable)
2. Security Deposit (Refundable) (Amount to be reviewed every 6 months)	Initially Rs.10,000/- & to be updated to 2 months average billing	NA	NA
3. Fixed Monthly charges for service	Rs.1500 per week or Rs.4000 per month	Rs.1500 / week or Rs.4000 / month	Rs.1500 / week or Rs.4000 / month
4. Call Charges	PSTN/WLL /Prepaid / postpaid Mobile	PSTN/WLL & Prepaid / postpaid Mobile	Prepaid / postpaid Mobile
(i) Charge from calling party	N.A	1 unit call per vote	2 unit call per vote
(ii) Charge from Called/IN subs. party	Rs.1.20 per vote	N.A	N.A
5. Discount to televoting subscriber	Votes polled / week	Rate (Rs.) per vote	
	Upto 1 lakh	0.2	N.A
	> 1-5 lakhs	0.3	N.A
	> 5-10 lakhs	0.4	N.A
	> 10 lakhs	0.5	N.A
6. Any modification in service (on demand)	Rs.100/-		
7. Extension of monitoring facility to view the televoting results online	Rs.500 per week. Nil in case weekly votes are > 1 lakh		
8. Vanity Numbers Charges	One Time	Monthly Payment	
Super Premium (Category A)	Rs.10000/-	Rs.1000/-	
Premium (Category B)	Rs.7500/-	Rs.750/-	
Prime (Category C)	Rs.5000/-	Rs.500/-	

Revenue Sharing in respect of 1861-424-ABCD Revenue Sharing in respect of 1862-424-ABCD

S.No.	Televoting (Voter Pays)		Premium Televoting (Voter Pays)	
	Televotes polled per week	Revenue Share (In Rs.) On graded basis	Televotes polled per week	Revenue Share (In Rs.) On graded basis
1	Upto 1 lakh	0.2/Vote	Upto 1 lakh	Nil
2	> 1-5 lakhs	0.3/Vote	> 1-5 lakhs	0.45/Vote
3	> 5-10 lakhs	0.4/Vote	> 5-10 lakhs	0.60/Vote
4	> 10 lakhs	0.5/Vote	> 10 lakhs	0.75/Vote

ACCOUNT CALLING CARD (ACC)

This service is for those who want to have a permanent account with BSNL. This is similar to Universal India Telephone Card. The main difference from UITS is that for the account number amount can be recharged and PIN can be modified by the customer using menu management.

Features of ACC card:

1. This service can be used from any existing telephone line.
2. Any BSNL user (bfone, WLL & Cellone) in the telephone network can use this number to make a call.
3. Access code for ACC service is 1804XYZ (XYZ - SCP code) and then follow as per announcement.

TARIFF:

1. Activation Charge: Rs.100
2. Minimum Amount: Rs.5510 (Including Service Tax), Talk Value: Rs.5000
3. Minimum additional Top Up: Rs.1102 (Including Service Tax), Talk Value: Rs.1000
4. Validity Period: One Year
5. MCU Rate: Rs.1.10
6. Usage Charges: As per ITC Tariff (Likely to change)
7. For every additional amount of Rs.5000/-, additional validity shall be available subject to a maximum of one year.
8. No activation charges for amount of subscription of Rs.10000 or above.
9. The following will be additional talk time:

Amount of ACC Usage (Rs.)	Additional Talk Time in %
Up to Rs.10000	5 %
Rs.10001 to Rs.50000	10 %
Rs.50001 to Rs.100000	15 %
> Rs.100000	20 %

UNIVERSAL PERSONAL NUMBER (UPN)

A subscriber to this service can receive or make calls using his Universal Personal Number from any BSNL phone. The subscriber will be given a management code and PIN. Using that he can convert/reconvert any BSNL phone into his Universal Personal Number. All the calls made by subscriber using his UPN will be billed at his UPN by the IN Platform. The subscriber will be able to get all his incoming calls on the UPN number anywhere in India.

Access Code for UPN is 1808-XYZ ABCD (XYZ – SCP code)

1. Initial and Miscellaneous Charges:

Item	Charges (In Rs.)
Activation Charge	Rs.100
Fixed Monthly Charges	Rs.25 (The service can be offered free to existing fixed line customers whose average monthly bill is Rs.1000 or more)
Minimum Hire Period	Three Months
ARD/Security Deposit	Rs.2000 (Not to be taken if fixed line security is available)
White List: UPN subscriber can select numbers from where incoming calls can be allowed	Rs.100 Per addition/deletion
Grey List: UPN Subscriber can select numbers from where incoming calls are not admissible	Rs.100 Per addition/deletion

2. Usage Call Charges:

Type	Call Charges to UPN Subscriber		Call Charges to Calling Party
	When UPN receive calls	When UPN makes calls	Call Charges to Calling Party
UPN in Reg. LDCA & Calling party also in Reg. LDCA	No Charge	As per ITC Table (From Origination to Destination) Likely to change)	As per ITC Table (From Origination to Destination) Likely to change)
UPN in Reg. LDCA & Calling party outside Reg. LDCA	No Charges		
UPN outside Reg. LDCA & Calling party in Reg. LDCA	Rs.1.00 per 60 Sec pulse		
UPN outside Reg. LDCA & Calling party also outside Reg. LDCA	Rs.2.00 per 60 Sec pulse		

UNIVERSAL INDIA TELEPHONE CARD (UNIVERSAL ITC)

Universal ITC or Virtual Card Calling (VCC) card is an IN service by which subscriber can make calls from any BSNL landline/mobile to any destination number and have the cost of these charged to the account of particular Universal ITC, without any charge on calling or called line. This service is available from local INPCO also. With the help of this card STD/ISD calls can be made from the telephone where STD/ISD is barred. Universal ITC card purchased in one city can be used in any other city from BSNL/MTNL network.

Access code: 1802-XYZ (XYZ given on UITC card) or 1275 for Karnataka Circle cards

1. Card Details:							
MRP (in Rs.) in all states		20	55	110	300	550	1100
Usage period after first use, i.e. Validity (in Days)		10	30	60	90	120	180
Service Tax + education Cess applicable except in J&K State (in Rs.)		1.87	5.14	10.27	28.01	51.36	102.72
Expiry Period (Shelf life in months)		18	18	18	18	18	18
Card Value and Talk Value (in Rs.)							
A. For Cards to be sold in states other than J&K							
Card Value		18.13	49.86	99.73	271.99	498.64	997.28
Talk Value		16	47	100	281	520	1050
B. For Cards to be sold in J&K state							
Card Value		20	55	110	300	550	1100
Talk Value		18	52	110	310	574	1158
2. Local & STD tariff in paisa per second:							
Fixed to Fixed		1	1	1	1	1	1
Fixed to Mobile(10 digit)		1	1	1	1	1	1
Mobile to Fixed		1	1	1	1	1	1
Mobile to Mobile(10 digit)		1	1	1	1	1	1
3. ISD Tariff in paisa per second:							
Region							
GULF	Kuwait	11	11	11	11	11	11
	Bahrain	11	11	11	11	11	11
	UAE	12	12	12	12	12	12
	Oman	18	18	18	18	18	18
	Qatar	13	13	13	13	13	13
	Saudi Arabia	11	11	11	11	11	11
	Yemen	11	11	11	11	11	11
US / CANADA / UK	US	6	6	6	6	6	6
	Canada	6	6	6	6	6	6
	UK	13	13	13	13	13	13
SEA	Singapore	6	6	6	6	6	6
	Thailand	6	6	6	6	6	6
	Malaysia	6	6	6	6	6	6
	Indonesia	6	6	6	6	6	6
	HongKong	6	6	6	6	6	6
SAARC	Sri Lanka	14	14	14	14	14	14
	Bangladesh	14	14	14	14	14	14
	Bhutan	14	14	14	14	14	14
	Maldives	45	45	45	45	45	45
	Nepal	14	14	14	14	14	14
	Pakistan	14	14	14	14	14	14
Other	France	14	14	14	14	14	14
	Russia	14	14	14	14	14	14
	Other Europe	14	14	14	14	14	14
	Australia	13	13	13	13	13	13
	Newzealand	13	13	13	13	13	13
	All other	17	17	17	17	17	17
*Fixed means wireline/FWT/WLL(other than 10 digit)							

PREPAID (FLPP SERVICE) OVER POSTPAID LANDLINE

This service can be offered on any landline in any post-paid plans subject to technical feasibility. The service shall get activated as soon as the customer activates the account with the help of Retail Account Card for the service. The tariff over post-paid service is as under:

Retail Account Card Profiles for Prepaid facility over Postpaid landline

S.No.	Particulars	Retail Prepaid
1.	One time activation charge	Rs.100/-
2.	Service Tax + Education Cess @ 10.30 %	Rs.10.30
3.	Sale Value of Card	Rs.110.00
4.	Talk Value	Rs.90
5.	Validity of Account Card	60 days
6.	Unit Rate	Rs.1.20

Recharge Coupons

S.No.	Card Value (In Rs)	100	200	500
1.	Talk Value	120	240	600
2.	Service Tax + Education Cess @ 10.30 %	10.30	20.60	51.50
3.	Sale Value including service tax (In Rs.)	110	221	552
4.	Validity (Days)	90	120	150
5.	Grace Period (Days)	7	7	7
6.	MCU Rate (In Rs.)	1.20	1.20	1.20

Call Tariff

Calls from FLPP over PostPaid Landline	Pulse (Seconds)			
	BSNL Network		Other Network	
	Fixed Line /WLL (except 10 digit nos.)	Cellular/WLL (10 digit nos.)	Fixed Line /WLL (except 10 digit nos.)	Cellular/WLL (10 digit nos.)
Local & Intra Circle Calls				
Local & Intra Up to 50 Kms	180	120	180	60
Intra Circle Calls > 50 Kms	120	120	120	60
Inter Circle Calls				
0-50 Kms	120	60	120	60
>50 Kms	120	60	120	60

FIXED LANDLINE PREPAID (FLPP) PCO

1. FLPP Local/STD/ISD PCO Call Charges:

Type of Call	Unit Rate (Incl. S.T)	Pulse (Seconds)			
		BSNL Network		Other Network	
		Fixed Line /WLL	Cellular	Fixed Line	Cellular/WLL
Local & Intra Circle Calls					
Local & Intra Up to 50 Kms	Rs.1.00	90	60	60	60
Intra Circle Calls > 50 Kms	Rs.1.00	60	60	60	60
Inter Circle Calls					
0-50 Kms	Rs.1.00	30	30	30	30
>50 Kms	Rs.1.00	30	30	30	30
ISD Calls					
Name of countries					Pulse (Seconds)
(a) USA, Canada, UK, Srilanka					6
(b) Europe (other than UK), Singapore, Indonesia, Hongkong, Kuwait, Bahrain, UAE, Oman & Qatar					5
(c) Rest of World					4

2. Account card, Recharge Coupons Value, Validity and Net Sale Price (w.e.f 15/12/2007):

Card Value	Account Card	Recharge Coupons								Validity Coupon
Card Value (Rs.)	300	300	500	1000	3500	5000	10000	3000	9000	150
Validity (In Days)	7	15	30	45	45	45	60	45	100	20
Talk Value (Rs.)	200	300	500	1000	3500	5000	10000	3000	9000	Nil
Ser. Tax (10.30%) (Rs.)	28	28	47	93	327	467	934	280	840	14
% of Comm.	N.A	32	33.5	36	38	40	42.5	36.5	38	Nil
Comm. Amount (Rs.)	N.A	87	152	327	1206	1813	3853	993	3100	Nil
Net Sale Price* (Rs.)	300	213	348	673	2294	3187	6147	2007	5900	150
MCU Rate (ST Included)	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

* Net Sale price of all recharge coupons is inclusive of service Tax & Education Cess and Higher education cess.

- Commission will be paid upfront i.e. net amount after deducting commission will be charged at the time of sale of the recharge coupon.
- PCO Account cards will be sold from the BSNL Customer Service Center only.
- Uniform Grace period of 15 days is allowed for all FLPP PCO Recharge Vouchers. However no additional grace period is allowed. No outgoing call is allowed during the grace period. The unutilized balance amount in the previous card can be carried forward in case of renewal within the grace period; thereafter it shall lapse.
- The Security Deposit already given by the PCO holder should be refunded after three months of migration to Prepaid PCO. The refund may be in terms of cash after 3 months of migration to take care of accounting issue.
- The shelf life for account card will be 5 years and for recharge coupons it will be 3 years.
- All the prevailing instructions/guidelines issued by corporate office for post paid STD PCOs/Local PCOs will be applicable for universal PCOs (FLPP account) also.

Contact (Toll Free Nos.) :

**1500 / 080 22231500 / 1800 - 345 - 1800 /
CSC / Franchisees / Retailers**

Visit: www.karnataka.bsnl.co.in



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