



No.3-4/2009-R&C [CFA]

Dated: 14-02-2013

Circular R&C-CFA No. 56/12-13

Subject- Charging of fixed monthly Charges (FMC) for provisioning of voice announcement in any Toll Free /UAN number on request of customer in case of change of such number-reg.

Proposal for fixation of charges for provisioning of voice announcement features in Toll Free/UAN numbers on the request of subscribers on change of such number (s) was under consideration in this office for some time.

In this context, the Competent Authority has decided to **charge Rs. 10000/- (Ten thousands only) per month** for additional facility over and above the normal monthly charges subject to the following terms and conditions:-

- a. The above voice announcement facility will be provided on the request of subscriber and shall be restricted for internal migration within BSNL only i.e. in such cases only where existing TFS subscriber of BSNL is shifting to another Toll Free number of BSNL or any TFS subscriber is shifting to a new UAN number of BSNL and vice versa.
- b. In case a TFS/UAN customer of BSNL requests for feeding voice announcement facility in connection with migration to any other operator, the tariff shall be decided by CO BSNL, after receipt of request in this regard from such customer through the Unit concerned of BSNL.

This order shall have the immediate effect.

(S.S.Verma)
DM (T&C)-CFA

To

All CGMs - Telecom Circles/ Metro Telephone Districts/ITPC, Pune.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. PGMs Regulation for information to TRAI.
4. Sr.GM IT-CFA for website updation
5. Sr.GM (NWO-CFA, CO BSNL w.r.t case mark: 25-56/2012 NWO-CFA/IN, carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
6. CGM (ITPC), Pune for implementation in CDR billing system.
7. Director General P&T audit, Delhi-110 054.
8. Secretary TRAI for kind information.
9. Guard File.

(S.S.Verma)
DM (T&C)-CFA