

Broadband cell
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 64-135/10/Broadband (Pt)

dt 18-01-2011

To

All Chief General Managers,
Territorial Circles/Metro Districts/ITPC/BBNW Circles,
BSNL.

Subject: S/w tool for selection of suitable tariff plan of Broadband

ITPC, Pune has developed a tool for 'Best Broadband Plan' selection. This can act as guiding tool for our staff handling the customers who ask for a suitable broadband plan. This tool is able to suggest one or more available tariff plan of Broadband in BSNL to customer by filling basic information for example Monthly Budget, Usage per month in Mb and required speed etc. In this tool customers may also calculate their average monthly usage by giving answer of some easy questions from the "More Option" field. Through this tool customer may also directly apply for suggested plan by tool (Existing customer for change plan and new customer for new connection).

All CGMs are requested to give instruction to all Call Centers staff, CSCs staff and all BSNL employees who directly interact with customers to use this tool for suggesting best broadband plan to the customer according to their need. It is expected that with the help of this tool BSNL would be able to reduce the number of excess metering cases in broadband due to selection of inappropriate plan by customers.

Link of Best Broadband Plan tool- <http://210.212.169.201/erp/bbplan.php>

(Anil Jain)
Sr. GM (NWP-BB)

Copy to: -

1. Dir(CFA)-for kind inf. Pl.
2. GM (Corp IT), CO BSNL – for placement on BSNL Website home page in the menu of online services as the heading of 'Broadband best plan Selector'.
3. GM (CS)-CFA, CO, BSNL-for kind inf. Pl.
4. DGM(S&M)-CFA-for informing ITPC the changes in tariff from time to time.