



No.8-53/PDP-CFA/2013-14/Pt.2

Dated: 06.10.2017

To  
The CGMTs  
All Telecom Circle/Major Telecom District

Sub: - Instructions regarding implementation of Tariff for Virtual landline connection under plan 'ASEEM'.

Reference:-

- (i) Letter No 3-4/2017-R&C-CFA dated 18.7.2017(Circular No R& C-CFA No72/17-18)
- (ii) Letter No 3-4/2017-R&C-CFA dated 23.8.2017.) Circular No R& C-CFA No105/17-18)

1. Kindly refer to the circulars under reference above regarding Implementation of Tariff for Virtual landline connection under plan 'ASEEM'.
2. In this regard ITPC Pune has intimated that the ASEEM plan 99 and 199 is deployed in all the four zones in the CDR system. A user manual document for North /West and South/East is also enclosed herewith so as to facilitate the circles in implementing the referred plan.

As per the circular under reference above Aseem plan can be provided in the following scenarios

Sr. No	Criterion	Comments
1	Existing customers	If existing Landline Customers want to avail a virtual landline, he has to close the existing connection and apply for new connection with request for Aseem plan. Conversion order is technically not feasible.
2	DNP Customers for three months or more	The customer has to clear the outstanding dues thereafter closure order needs to be issued to close the old connection. Further the customer needs to apply afresh for new connection under Aseem plan. Conversion order is technically not feasible.
3	On shifting of residence in TNF area	Customer has to be suitably informed that it is technically not feasible to provide the connection in the said area however the customer may be offered Aseem plan .The customers would require to close his old connection and apply afresh for a new connection under Aseem plan. Conversion order is technically not feasible.
3	Voluntary closure customers	The CSR executive should persuade the customer to continue with the existing plan and if he is not convinced then Aseem plan can be offered. The old connection will be closed and the customer needs to apply afresh for new connection under Aseem plan. Conversion order is technically not feasible.




Further the procedure to handle the above activity in brief is as follows:

- 1) CSR has to choose
  - a) Service Type: Landline
  - b) Service Sub type: Virtual Landline
  - c) Account Type: Virtual Landline
  - d) Account Sub type: Virtual Landline
- 2) Destination number to which call is to be forwarded is to be inputted.
- 3) If the customers destination number is a BSNL number, Plan 99 can be selected otherwise for other than BSNL number, Plan 199 can be selected. This check needs to be ensured at the CSR level itself as it is technically not feasible to check in the CDR system at present, hence it is responsibility of CSR / Commercial officer to take network confirmation from customer and give proper plan. Circles / SSAs are requested to issue suitable instructions to CSR / Commercial officers in this regard. Efforts are being made to incorporate this feature in the CDR system in due course of time.
- 4) In clarity only INDOOR task will be there, destination number will be available in clarity attributes, so switch in charge should give proper destination no in call diversion / forward facility.
- 5) Once Indoor task is completed, Final testing task is to be completed manually in clarity.
- 6) As this is virtual landline, there will not be any other task like OUTDOOR, MDF etc in clarity.
- 7) Demand note for the order will get created for Rs.99 or Rs.199 to cover the annual charge+GST extra. Once the Demand note is paid the order can be submitted to down streams. No security Deposit is required for ASEEM plan.
- 8) The first invoice generated on the next month after provisioning will bill @ Rs.99/Rs.199+GST for the next one year from which the advance payment made by the customer through Demand note will get adjusted. Thereafter invoices will get generated annually for the next one year.

This is for your information and is issued with the approval of competent authority.

Enclosed: As above

  
6/10/2017  
V.K.Sharma  
AGM (NWP-BB-I)