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

No. 8-23-2017-PHM (Pt.-II)

Dated: 28.02.2018

To,

Chief General Manager  
All Telecom Circles/Telecom Districts

**Subject: Revival of closed landline and broadband connection – reg.**

In order to bring back the disconnected/ closed Landline and Broadband connections either due to non-payment or voluntary closed by customers, it has been decided to restore disconnected/ closed Landline and Broadband connections under Plan 49/ Plan 249/ Aseem plan for one month free of cost (FMC waived off).

Name of Service	Criterion to be applied	Promotional Tariff plan to be applied	Action by ITPC	Action by Field staff
(i) Only Landline Plan (ii) Landline and Broadband plan (iii) (Landline and Broadband) Combo Plan	All DNP customers from OG barred date upto (OG+IC bar) date	NA	List to be provided to field staff	Field staff persuade customer to clear outstanding dues and bring back the customer with same tariff plan
(iv) Only Landline Plan (v) Landline and Broadband plan (vi) (Landline and Broadband) Combo Plan	All DNP customers from (OG+IC bar) date up to Permanent disconnection date	Plan 49 for landline Plan 249 for Landline and Broadband	Generate Plan change service order and push the order to Commercial officer work list	Field officers to interact with customer and explain the offer and persuade to retain the customer with proposed Plan 49/Plan 249 and obtain consent letter.
(i) Landline and Broadband plan (ii) (Landline and Broadband) Combo Plan	All Volunteer closed or Permanent disconnected customer due to non payment (but account not settled)	Aseem Plan	Generate Plan change service order and push the order to Commercial officer work list	Field officers to interact with customers and explain the offer and persuade customer to continue with Aseem plan and obtain consent letter

Contd..

- (i) Field staff needs to interact/ meet customer who have been offered Plan 49/ Plan 249/ Aseem plan and explain the offer and persuade the customer to continue with BSNL and seek consent from them.
- (ii) For Aseem plan, CDR system will configure transfer of call to RMN (Registered Mobile number) available with CDR system. Customer consent shall be obtained by field staff. Also, ascertain the change in number on which customer is expecting to route the call transfer and effect the change if proposed.
- (iii) Only FMC charge is waived off for one month period. Usage charge will be charged as applicable.
- (iv) The services to be restored as per facility available before DNP.
- (v) For any further clarification regarding implementation, ITPC Pune may please be contacted.

*P.K. Sharma*  
*01/03/18*

(P.K.SHARMA)  
DGM (NWO-I-CFA)

Copy to:

1. Director (CFA) BSNL CO, New Delhi for kind information pl.
2. CGM(ITPC) for information and necessary action for implementation in CDR system pl.
3. PGM(NWO-BB & IN) / GM(PDP-CFA) / GM(F-CFA) BSNL CO, New Delhi for information pl.