

NWO-CM Cell

BSNL Corporate Office

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

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No : MOB-15/Inter Circle Roaming/2016/108

Dated : 07.02.18

To

1. The CGMs
All Telecom Circles / TD
2. GM(CMTS), Nodal Centre, Chandigarh, Pune, Trichy, Kolkata

Subject :- Launch of Post paid Inter Circle Roaming of BSNL in Vodafone Delhi

Reference is invited towards this office letter of even no dated 22.8.17 & 20.9.17 vide which instruction were issued regarding process / preparation at Nodal /Circle level for launch of pre-paid roaming of BSNL Customers of BSNL Circles in Vodafone Delhi. It is expected that Pre-Paid Inter Circle Roaming of BSNL Circles in Vodafone Delhi network area is working fine.

2. Now, BSNL has also successfully tested with M/s Vodafone in Delhi for “BSNL as a Seeker” scenario through MP, Karnataka & UP(E)/Punjab Circles for **Post-paid** Customers of BSNL and decided to launch the services on 08.02.2018.

3. It is once again reiterated the process of activation/ deactivation Vodafone roaming :

(i) To start using Vodafone network along-with MTNL network, customer has to send SMS “**ACT ROAM.**” to short code **53333** . The Customer will get reply “YOUR ADDITIONAL ROAMING ACTIVATION REQUEST FOR DOCKET_NO XXXX” is received.

(ii) Server at Nodal Centre will fire a command to HLR with a script to define Vodafone as PLMN partner in addition to MTNL. Therefore with this command both PLMN will get defined.

(iii) The Customer will get reply “Dear Customer, as requested your additional roaming service has now been activated. Please choose the Vodafone / MTNL network manually and also note that no STV will work & I/C calls are chargeable. For tariff details call 1800-180-1503. To deactivate additional roaming service send SMS DEACT ROAM to 53333.”

(iv) After successful activation customer can manually select Vodafone or MTNL network in Delhi.

(v) At any point of time customer can get the same deactivated with ”DEACT ROAM” by sending SMS to short code 53333. In such case Vodafone will get removed from PLMN list of HLR.Customer will get reply “YOUR ADDITIONAL ROAMING DEACTIVATED”

(vi) Charges will be applicable as per the network selected.

(vii) Charges will be applicable as per the network selected and informed by T&C Cell of BSNL CO.

4. The actions needs to be completed on top priority by Circles in co-ordination with Nodal center as follows:

(i) Ensure testing of Configurations in HLR as per the command fired by server at Nodal Centre to define both Vodafone and MTNL as roaming partners in Delhi only.

(ii) Take necessary action for lawful interception for the customers using Vodafone network in Delhi with the help of Vodafone LI Nodal.

(iii) Call centers and All CSCs must be informed for process for use of Vodafone network in Delhi.

(iv) A close watch is to be kept and complaints if any to be addressed promptly.

5. M/s Vodafone will open its network in Delhi on 08.02.2018 to **Post-paid Customers** of Circles of BSNL which would enable Customers of BSNL to roam in network of Vodafone Delhi. Now Circles may open their **Post-paid Customers** to allow roaming in Vodafone Delhi after completion of user profile modification in HLR, Provisioning at Nodal end etc w.e.f. 08.02.2018.

6. It is once again requested that **customers** of BSNL should be able to latch in to Vodafone Delhi Network that too after the consent of Customer as in case of Pre-Paid Customers of BSNL. In any case, Customers of BSNL are not allowed to latch on to network of Vodafone Mumbai.

This issues with the approval of Competent Authority



(Prem Prakash)
AGM (Nodal &BP-CM)
BSNL CO New Delhi

Copy to :-

- (i) Director (CM), BSNL Board
- (ii) PGM (PP-CM), BSNL CO, New Delhi
- (iii) GM (Fin-CM), BSNL CO, New Delhi
- (iv) GM (NWO-CM), All Telecom Circles/ TD