



No. 32-1/2015/S&M-CM/34

Dated: 04.05.2016

To
The Chief General Manager
Punjab Telecom Circle
BSNL

Sub: - Provision of fancy number free of cost to mobile post paid customer.

Ref: CM/CML-05/PB/GSM/II/Misc./KW/69 dated 13-04-2016

Kindly refer to your office letter under reference on the above mentioned subject.

Following is clarified.

Sr. no.	Query	clarification
1.	As per TRAI guidelines, a customer is allowed for MNP after 90 days of activation of his mobile number. But as per BSNL CO. guidelines, we have to bind a customer for 180 days which will be in violation of TRAI guidelines.	If such customers want to leave BSNL under MNP after 90 days, he can do so by clearing pending dues if any.
2.	As security deposit with BSNL of post paid customer is Rs. 500/- only and if the customer ports out before six months then how to recover fancy number fee of Rs. 750/- + S.T. from his security deposit.	If customer ports out before six months, he will have to pay the cost of fancy number before porting out. The customer will get no dues from BSNL only after payment of cost of fancy number .

Copy:- All Circle CGMs

(Upendra Bakolia)

Addl. GM(S&M) CM