



**No: 70-12/14-BB**

**Date: 28.07.2014**

**To**

**The CGMTs**

**All Telecom Circles/ Telecom Districts.**

**Subject: Reconnection of DNP Broadband Customers- regarding.**

1. It has been noticed that, for last few months, a large number of Broadband connections are getting disconnected. Due to this heavy disconnection, net achievement of Broadband is also coming negative.
2. In view of this following has been decided:
  - i) Circles shall prepare SSA wise list of Broadband DNP numbers in the CDR system as on date.
  - ii) SSA staff shall contact these Broadband DNP customers, address their issues if any and persuade them for getting the Broadband connection reconnected and restart using BSNL's Broadband service.
  - iii) DNP numbers identified as per para 2 i) shall not be disconnected permanently from the CDR system till further orders from this office.
3. Circle shall submit report on monthly basis, by 7<sup>th</sup> every month on para 2 ii).
4. This has the approval of Dir (CFA).

  
(Deepak Garg)  
Addl. GM (NWP-BB)

**Copy to:**

1. CMD for information please.
2. Dir (CFA) for information please.
3. ED (F) for information please.
4. CGM ITPC Pune for necessary action as at para 2 (iii) above.
5. Sr. GM (NWO-BB&IN), BSNL CO, New Delhi.