

# General Manager (S & M - CM)

Sales & Marketing - Consumer Mobility

3<sup>rd</sup> Floor, New CTS Building

16, Greams Road, Chennai – 600 006

Phone: 044-28297878 Fax: 044-28297979



भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

**BHARAT SANCHAR NIGAM LIMITED**

(A Government of India Enterprise)

S&M-CM/169/CUG/2011-12/16

dt at Chennai-6 the 16-07-11

Sub:- Clarification on Local CUG Plan in Prepaid services– reg.

Ref: 1.C. O 26-24/2010-T&C-CM Circular No. 96/10-11 dt 22-11-10 and 99/10-11 dt 30-11-10

2.This office letter of even no.13 dt 04-07-11

In continuation to this office letter under ref.2 regarding Local CUG plan, the clarification on existing customers to form CUG and their FNF, is given below

I) The existing customers, from any plan, wishing to form CUG when approached CSC, with a letter, may please be advised to change their plan first to VinadiSpecial or all@49Special by sending SMS to 53733 as MVINADI or M49 at a cost of Rs 2 or 3 (automatic deduction from customer's account) so that all the customers belong to the same group of new plan. In CSC, CUG will be formed as per procedure given in sl.no.4 of the above referred letter2.

II) Their reduced call charges are as given below.

Existing as per letter under ref 2	Clarification /revision
FNF restricted to TWO	Reduced call charges on 3 BSNL** numbers:- Two BSNL Local nos. within TN LSA incl chennai@ Rs0.30/min and one BSNL STD number outside TNLSA @ Rs0.50 / min or @Rs0.49 /min as per plans Vinadi Spl or all@49 spl respectively

The F&F numbers in the old plans before forming the CUG will be nullified and the customers are to be advised to re- register the reduced call charges by sending SMS to 53733 as following:

FFE<space>< first BSNLnumber><space>2<sup>nd</sup> BSNL number< ><space><3<sup>rd</sup> BSNL number.>

\*\*Note : The BSNL number can be Landline, GSM/CDMA mobile number/Fixed WLL/WLL with limited mobility. Except for the mobile nos., for LL/Fixed WLL/ WLL with limited mobility, the STD code of the station may pl be prefixed.

All other terms and conditions of CUG will remain the same

**(K.R. Aravindavalli)**

AGM(Marketing-CM)

044-28290825, 9443100876

To

**GM (NW-O CM), Trichy -1/ Coimbatore** – For information & necessary action please.

GM(S&M-CM), Chennai Telephones, Chennai – for information please.

GM (F) / Sr. GM (TR) TN Circle, Chennai for information please.

DGM In charge IN/DGM Billing & IT – **Trichy/Bangalore** - for necessary action please.

DGM (N/W-O-CM)/DE Commercial Coimbatore - For information please.

**Heads of SSAs, --** for kind information and necessary action please.

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**DGM (Sales), AGM (Sales) & AGM (MKTG II)- Chennai-6** –For information and informing Sales Heads , franchisee managers and retail managers and other Channel partners along with commission structure as applicable.

**DGM (CS), Chennai-6** - For information and informing Call Centre/Customer Service Centre Officials and ensure uploading the information on the website “tamilnadu.bsnl.co.in” .

DGM (S&M-CM)/AGM (MKTG-CM), Chennai Telephones, Chennai – for information & necessary action please.