

General Manager (S & M - CM)

Sales & Marketing - Consumer Mobility
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भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)



No.GM/S&M-CM/T-207 / Sancharsoft /11-12/ 14 dted, the 15.12.2011

To
All Heads of SSAs,
Tamil Nadu Circle.

Sub: Choose your mobilre number-Selection of Normal numbers - reg

Ref:Corporate office lr no 821-Sr.GM(P&P-CM)/2011 dted 9th December 2011

Kindly refer to the letter cited above wherein the launching of 'Choose your Mobile numbers' by any customers wef 16/12/2011 has been communicated. Under this scheme a customer is enabled to select his mobile number out of list of one lakh Numbers.

In this regard, the following the procedure is to be followed for choosing the mobile number by any one of the customers.

1. Selection of numbers through internet.

Procedure for Selection of Normal number by internet/Sancharsoft

- a) The selection of normal number will be available either on Internet or in the Front end menu available in SancharSoft for both CSR Login/Franchisee login.
- b) The selection option will be accessible via Internet through the website "<http://tamilnadu.bsnl.co.in>", from 16-12-2011 onwards.
- c) The customer can select the available number in the list and as soon as he selects the number, a 7 digit PIN number (Personal Identity Number) will be generated in SS and the same will be sent through SMS to the customer to his mobile number entered in the web-page. (Preferably a BSNL mobile number may be given for the receipt of the PIN number).7 digit PIN number should entered for confirmation in the web page.
- d) The selection of the number will be reserved for the subscriber for 72 hours for normal numbers within which the customer has to activate the selected number by approaching the nearest CSR otherwise the reserved number will be cancelled and will be taken back to add it in the spare list.
- e) The customer is given a choice of selecting only one Normal GSM mobile number per day.

2) Creation of Normal number in Franchisee/ CSRs:-

- a) Creation of any normal number booked either through Internet or through front end of CSR/franchisee login, will be available through the front end of SS in F/R/D login
- b) For normal number, customer can approach F/R/D along with the relevant documents like address proof, ID proof , Photograph, in addition to the PIN number which he receives at the time of booking the number.

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- c) The official after checking the authenticity of the following :
- GSM number booked by the customer,
 - PIN number received by the customer at the time of booking,
 - Mobile number as entered for receipt of the PIN number at the time of booking.
- can follow the procedure for creation of any number which is at present in vogue.
- d) Provision is also made in the front end of SS to edit the address fed by the customer while booking the number through Internet if required before sending for creation.

3) Selection of normal number via SMS:-

- a) Any BSNL customer can get the list of spare numbers by texting “**NLIST XXXXX**” or “**NLIST**” to 53733.

In case of the earlier one, XXXXX can be any 3 to 5 digit. A list of 10 spare numbers with matching XXXXX will be sent to the mobile number from which the request is initiated. In case of the later, any 10 spare random numbers will be sent. In any case, the numbers will be reserved and allotted on FCFS basis only.

- b) For reservation of GSM numbers the Customer has to text “**CONF <number chosen>**” to 53733.
- c) On receipt of the SMS, the number will be RESERVED and the Customer will be informed accordingly by sending a 7 digit PIN number for the booked GSM number. This process may take about 15 minutes. If the number is already allotted at the time of receipt of SMS, the Customer will be intimated accordingly and can try again.
- d) The selection of the number will be reserved for the subscriber for 72 hours within which the customer has to activate the selected number by approaching the nearest CSR otherwise the reserved number will be cancelled and will be taken back to add it in the spare list.
- e) The NLIST option is not available for the CTOPUP numbers available in CSR.
- f) The customers holding mobile numbers of other operators has to send SMS to 9400012345.

4) Creation of normal number booked via SMS at CSR:-

- a. Customer can approach the nearest CSR along with the relevant documents like address proof, ID proof, Photograph, in addition to the PIN number which he receives at the time of booking the number.
- b. CSR official after checking the authenticity of the following :
- GSM number booked by the customer,
 - PIN number received by the customer at the time of booking,
 - Mobile number as entered for receipt of the PIN number at the time of booking.

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Can select the SIM number, SIM type and the plan (as per the procedure in vogue) in order to enable SS for sending the number for creation.

- c. It will take minimum of 20 mins to get the SIM activated in the respective plan in HLR/IN.

Instructions regarding 'Choose your Numbers ' received from Corporate office &Andra Pradesh have been sent from this office already to all AGM(sales), Franchisees &DGM(CS).


(K.Rathakrishnan)
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Mpbile Number :9443200336

- Copy to:1.GM(TR),TN circle.
2.All AGM(sales), TN circle
3.All Franchisees TN circle.