

## 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/170/Tariff/11-12/52

dt @ Chennai-6 the 20.08.2011.

Sub: Change of FFL number in Ennanban Super Plan in 2G prepaid mobile services-reg.

Ref: E-Mail from OP section.

Approval of the competent authority is hereby conveyed to allow change of Landline telephone number under FFL in Ennanban Super Plan in 2G prepaid mobile services subject to the following conditions in Tamilnadu LSA (incl. CHTD) **with effect from 26.08.2011.**

1. Customer has to send SMS to 53733 for change of FFL number as **FFLM<space>Old number<space>New number.**
2. Minimum balance of Rs.50 is to be maintained at the time of sending the SMS request. If minimum balance is available, FFLM will be executed and Rs.5/- will be deducted for the change .
3. If minimum balance is not available, a reply SMS from Trichy IN will be sent to the customer with a request to top up the amount with minimum Rs.50/- or above.
4. Customer can change the FFL number once in THREE months only. If any request is received from the customer before the expiry of 3 months period, a reply SMS will be sent by IN as follows: “Dear Customer! Your SMS request is rejected as you are eligible to change your FFL number on or after xx-xx-xx(dd/mm/yy)”

To begin with, this change of FFL facility is being implemented for Ennanban Super in 2G prepaid mobile services in TN LSA (incl. CHTD)

**Note: The existing procedure for changing FFL number thru CSCs on written request is withdrawn.**

Suitable steps may be taken to popularize this customer friendly feature to all Ennanban Super plan customers.

**(K.R. Aravindavalli)**

AGM(Marketing-CM)

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/DE In charge IN - Trichy - for necessary action please for sending the SMSs as mentioned above**

DGM (N/W-O)/DE Commercial Coimbatore - For information & necessary action please.

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

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DGM (Sales) & AGM (Sales), 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