

# Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)

Tariff & Costing-CM Section, Corporate Office,  
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H.C. Mathur Lane, Janpath, New Delhi - 110 001.  
Tel. No.011-23037200 Fax No.011-23329125



**No. 26-04/2012-T&C-CM**

**Date: 30.10.2013**


## Circular T&C-CM No. 55/13-14

### **Sub: Extension of plan validity under 2G & 3G prepaid mobile services-reg.**

Kindly refer to this office order of even No. dated 23.09.2013 and orders/clarifications issued from time to time vide which tariff for extension of plan validity was communicated. Now based on feedback received from filed units, it has been decided by the competent authority to modify the facility to extend plan validity through SMS as under:-

Automatic validity extension from 2<sup>nd</sup> day onwards of GP-I:- Subscribers should be reminded to extend their plan validity a week before the expiry date through SMS or IVRS or Customer care etc.. Many subscribers will get the validity extended through different channels but still there may be a few, who might miss it and enter GP-I status. For such customers who have sufficient balance in their prepaid account, in the absence of response or inaction by subscriber, the plan validity may be extended from 2<sup>nd</sup> day onwards of GP-I after deducting the plan voucher amount of the existing plan from their prepaid account balance.

2. All other terms and conditions will remain the same.
3. The above facility will be implemented with effect from **05.11.2013**.
4. This may be brought to the notice of all concerned for taking necessary action in this regard. Press note and proper advertisement as deemed fit may be made to generate adequate response. Circles may also send SMS conveying the above scheme to the customers.
5. Circles have to update their website and report the same to TRAI as per tariff reporting requirement of TRAI. This circular has been issued based on ECT approval No.1308 dated 22.10.2013 in P&P-CM cell file. Queries/clarification/feedback in respect of above tariff may be addressed to Product and Pricing-CM Section, C.O., BSNL, New Delhi and monthly feedback may be sent on [hqcm.pp@gmail.com](mailto:hqcm.pp@gmail.com), [hqcm\\_pp@bsnl.co.in](mailto:hqcm_pp@bsnl.co.in)

  
(N. S. Dhami)  
AGM (T&C-CM)

To  
All CGMs- Telecom Circles/ Telephone Districts.

Copy to:

- 1) CMD, BSNL.
- 2) Directors- CM/CFA/EB/HR/Fin, BSNL.
- 3) ED-Fin/CA/NB, BSNL.
- 4) All PGMs / GMs, BSNL C.O.
- 5) GM (IT) for making necessary update in website and place in news item.
- 6) Sr. GM (Sales & Marketing)- for marketing initiative.
- 7) GMs (CMTS/CDMA-Billing Centre).
- 8) GM (VAS-Tech)/GM (NWO)/PGM (Regulation), BSNL C.O.
- 9) Director General P & T Audit, Delhi- 110054.
- 10) OL Section –for Hindi version.
- 11) Guard file.

  
(Subrat Kumar Mohakud)  
Dy. Manager (T&C-CM)