



No. Sr.GM(NWO-CM)/CBT/Genl Corr//2012-13/ 99 dtd. at Cbt-11 the 23-03-2013

To  
All AGMs (Sales-CM)/CSC,  
BSNL, TN Circle.

Sub : Issue of Dual SIM cards to International Roaming ( IR) customers -reg.  
Ref : This office letter of even No. dtd. 29-01-2013

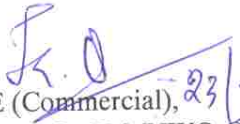
As per the allotment made vide letter No. cited above, Dual SIM Cards have been issued to all SSAs and list of IR customers also sent to all SSA AGMs thru' e-mail. It was also intimated that immediate action may kindly taken to issue the Dual SIM cards to the customers, replacing the 2G/3G TIMSI cards free of cost after obtaining necessary approval from the competent authority of SSA. DUAL SIM cards are issued in order to overcome the problems being faced by IR customers while roaming in abroad with TIMSI cards.

It is, however observed that issue of Dual SIM cards to the IR customers is very slow. It is, therefore requested that all efforts may kindly be taken to issue the Dual SIM cards to the customers within this month.

Kindly send a compliance report to the below mentioned e-mail ids after completion of the issue of Dual SIM cards to all the IR customers. Any feedback received from customers regarding the problems faced/usefulness of the new Dual SIM cards may also kindly be intimated.

e-mail ids :

[decomcbe@gmail.com](mailto:decomcbe@gmail.com)  
[sdecommercialtn@gmail.com](mailto:sdecommercialtn@gmail.com)

  
D E (Commercial), 23/3  
O/o the Sr.GM (NWO-CM),  
BSNL,  
Coimbatore - 641 011.

*Connecting India*