



S&M-CM /169/CUG/11-12/ 30

dt @ Chennai-6

27-02-12

Sub: Revised procedure for Deletion and Re-admission of a CUG member -reg
Ref: As per Commercial CBE information

The following revised procedure is implemented in TN Circle w.e.f 27-02-12 to delete or re-admit a CUG customer from or into a CUG group.

1. Deletion of Number from CUG Group (by Principal GSM number only)

For deletion of a number from the CUG Group, the SMS has to be initiated by the **Principal GSM Number only**, since the Person designated as Principal GSM Number might have planned for SIZE of the Group towards his commitment for the monthly rental component .The syntax for this is

DEL<space>CUG_ID<space>GSM NUMBER TO BE DELETED to 53733.

IMPORTANT : If the number had been deleted on receipt of SMS from the Principal Number, re-admission is allowed only on receipt of SMS from Principal number .

2. Re-Admission of ex-CUG Number (who is deleted due to insufficient balance)

At present the re-admission of CUG number into CUG group is entertained only if the SMS request is received from the Principal Number. Now it is decided to readmit ex-CUG customer even if the SMS request is originated from ex-CUG Customer himself (instead of from the Principal Number), using the following syntax.

READMIT<space>CUG_ID to 53733

On receipt of the SMS, IN shall validate the number and the CUG Group ID. If they are correct and if the customer is having sufficient balance, number will be readmitted into the CUG Group after deducting the rent for the CUG group for that month.

IN will send SMS to the Customer regarding re-admission”Your mobile number is readmitted in the CUG group with ID Number ”

If the validation fails , then also a suitable SMS will be sent to the customer by IN.
“Your request for readmission is rejected as (a) CUG-Id is not correct (b) insufficient balance for CUG rent deduction. Pl top up immediately and submit the request for readmission”

3.Change of Principal GSM Number for a Particular CUG Group

Provision for change of Principal GSM Number for a Particular CUG Group is made available in the front end of Sancharsoft and it can be done only at the CSC where the CUG Group was created. This will be done on getting a written request from the Principal GSM Customer only.

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BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

This is for information of all please

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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.
DGM (N/W-O)/DE Commercial Coimbatore - For information & necessary action please.
Heads of SSAs, -- for kind information and necessary action please.
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”
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