



**Lr.No.: DGM(IN)/SZ-IN/TRI/Phase-VII/2014-15/85**

**Dated at Trichy 02-12-2014**

To

All Heads of SSAs/ GM(S&M) TN/CNI

Sub: Selfcare activities of New SZ IN (ALU make) at Trichy-Reg.

The final migration of TN/CNI to Phase VII ALU-IN is scheduled on 04-12-2014 (00 hours) and henceforth, prepaid customers of Tamilnadu and Chennai will be in ALU IN only. SMS based activities hitherto handled by offline (for these levels) through SMS short code 53733, will henceforth be handled by self care of ALU IN with the new short code 123. There is change in procedure for USSD and SMS activities for prepaid customers and the same is already available in Intranet site.

The following is the procedure for the selfcare activities in new ALU IN:

**ALU IN USSD: Dial \*124#**

Press 1 Balance		Main Acc Bal: Rs.10.0000 Exp Date:30/08/2014 Plan: ANBU JODI Press 9 to go back to main menu or 0 to exit
2 Recharge	1 Voucher Recharge	Please enter your 18 digit secret code followed by #
	2 Third Party Recharge	Dial the target Mobile number & secret code as: <10 digit mobile number>*<18 digit secret code># Format
	9 to go back or	
	0 to exit	
3 STV	1 STV Enquiry	
	2 STV Subscribe	Please Choose STV type 1 for GPRS; 2 for VOICE; 3 for SMS; 4 for ROAM; 5 for COMBO; 6 for ISD. Enter your choice.
	9 to go back to main menu or	
	0 to exit	
4 FNF	1 FnF View	On your FnF List you have: 9443100123 Press 9 to go back to main menu or 0 to exit
	2 FnF Add	Enter the 10 digit number followed by #
	3 FnF Modify	Enter the old and new number as <old number>*<new number>#
	9 to go back to main menu or	

	0 to exit	
5 Plan Change		Please Choose new tariff plan name: 1. Nesam GOLD with 43.6100, 2.SEC ... ..
0 Exit		

**ALU IN SELF CARE: Dial 123**

Phase V NSN IN SMS Keyword	Phase VII ALU IN SMS Keyword	Rem
CONTINUE	PLAN CONTINUE	for plan migration and continue
MANBU	PLAN ANBU	
MMIN	PLAN MIN	
MNESAMGOLD	PLAN NESAMGOLD	
MRTP45	PLAN RTP	
MRTPF199	PLAN RTPFR199	
MSEC	PLAN SEC	
COMBO71	STV COMBO71	for STV subscription
ROAM33	STV ROAM33	
ROAM5	STV ROAM5	
ROAM69	STV ROAM69	
ROAM91	STV ROAM91	
SMS12	STV SMS12	
SMS147	STV SMS147	
SMS19	STV SMS19	
SMS21	STV SMS21	
SMS29	STV SMS29	
SMS32	STV SMS32	
SMS54	STV SMS54	
SMS56	STV SMS56	
SMS72	STV SMS72	
SMS83	STV SMS83	
VOICE122	STV VOICE122	
VOICE1494	STV VOICE1494	
VOICE164	STV VOICE164	
VOICE213	STV VOICE213	
VOICE28	STV VOICE28	
VOICE290	STV VOICE290	
VOICE344	STV VOICE344	
VOICE44	STV VOICE44	
VOICE47	STV VOICE47	
VOICE574	STV VOICE574	
VOICE57	STV VOICE57	
VOICE65	STV VOICE65	
VOICE701	STV VOICE701	
VOICE84	STV VOICE84	

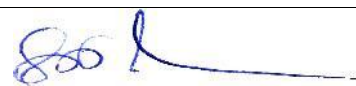
VOICE894	STV VOICE894
VOICE99	STV VOICE99
DATA1011	STV DATA1011
DATA139	STV DATA139
DATA14	STV DATA14
DATA155	STV DATA155
DATA1949	STV DATA1949
DATA253	STV DATA253
DATA3302	STV DATA3302
DATA35	STV DATA35
DATA561	STV DATA561
DATA601	STV DATA601

DATA78	STV DATA78	
DATA821	STV DATA821	
DATA96	STV DATA96	
LAST	LAST	for last CDR
LAST5	LAST5	for last 5 CDR
FFE <10 DIGIT NUMBER> or FFE <10 DIGIT NUMBER> <10 DIGIT NUMBER> etc..	FFE <10 DIGIT NUMBER>	for FnF add (Registration of FNF be done one by one)
FFM <OLD NUMBER> <NEW NUMBER>	FFM <OLD NUMBER> <NEW NUMBER>	for FnF modification
FFL <11 DIGIT LL NUMBER>	FFL <11 DIGIT LL NUMBER>	for Anbu jodi LL add
PMF <10 DIGIT NUMBER>	PMF <10 DIGIT NUMBER>	for Paramilitary add
<b>NEW KEYWORD</b>	<b>FNFLIST</b>	to list registered FnF
	<b>PLANLIST</b>	to list eligible plan for migration
	<b>BAL</b>	for balance enquiry
	<b>RC &lt;18 digit secret code&gt;</b>	for voucher recharge

The CSRs /Call centres / Franchisees/ Customers may kindly be suitably informed regarding the above changes and to refer Tamil Nadu circle intranet for latest tariff information as there are changes in STVs.

Contact details for any prepaid related issues:

Mail id	<a href="mailto:sdeincmtry@gmail.com">sdeincmtry@gmail.com</a> ; <a href="mailto:incomplaintsma@gmail.com">incomplaintsma@gmail.com</a> ; <a href="mailto:complaintstrin@gmail.com">complaintstrin@gmail.com</a>
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