

Customer can access the On deck contents only through BSNL Live Portal from his mobile handset and these services cannot be activated without the confirmation from him. Customer has a facility to deactivate the ON deck services by himself through BSNL Live portal. If they are approaching CSC/CCs for deactivation of ON deck services, the staff of CSC/CCs can help them for deactivating the services by following the given procedure.

I .PROCEDURE TO UNSUBSCRIBE THE SDP On-deck SERVICES THROUGH MOBILE HANDSET

1. Set APN as BSNL Live
2. Click Internet Browser
3. Select BSNL Live Portal in the handset.
4. Click on 'Search'
5. Click on 'My Account'
6. Click on 'My Service'
7. Active services will be displayed.
8. To Unsubscribe Select Unsubscribe
9. Ensure 'Success Notification'.

II.PROCEDURE TO UNSUBSCRIBE THE SDP On-deck SERVICES THROUGH CCM

All the CSCs are having access to the SDP CRM Portal through CCM. The procedure for deactivation is given below

1. Select Value Added Service in the CCM Portal
2. Select SDP Site
3. Select SDP(TN-Trichy) Site
Now SDP CRM Portal will be Visible
4. Select 'Services'
5. Select 'Search Services'
6. Enter MSISDN
7. Select 'Search'

- All the subscribed services will be available for ON DECK Content
8. Tick the services to be unsubscribed in the check box
 9. Select 'Unsubscribe'
 10. Ensure 'Success Notification'

Now the Selected Service will be unsubscribed and the subscribed status will be changed to unsubscribed status