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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No. BSNL CO/NWP-WiMAX/2012-13/

Dated 31.07.2013

To

The CGMs  
All Telecom Circles / Metro Districts

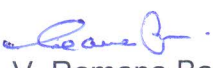
Subject: - Procedure find out unbilled WiMAX usage in a billing cycle.

BSNL WiMAX Rural & Urban networks have been commissioned and as on date around 1lakh customers are availing wireless broadband services on WiMAX Technology. However, of late some complaints were received especially from CSCs about excess WiMAX bills, as customers and BSNL staff are not aware of the procedure to know the wimax usage of customers.

Nodal Centers have developed a procedure by which a WiMAX customer can find out WiMAX usage by sending SMS from a Cellone GSM connection. The detailed procedure Zonal wise is given below:

S.No.	Zone ( Circles)	SMS to be sent on	Format of SMS body
1	North Zone ( J&K, HP, HR, PB, RJ, UTL, UP East, UP West)	53333	WiMAX <space> user id
2	South Zone ( KTK, TN, KL & AP)	53733	WiMAX <space> user id
3	East Zone ( BH, JKD, WB, AS, NE-I, NE-II, OR)	53333	Wmxusg <space> user id
4	West Zone ( GJ, MH, MP, CHG)	53333	UsgWiMAXuser id

This is for kind information and sufficient publicity may be given to bring awareness among Customers staff esp. VLE and SCA and BSNL Staff.

  
(C. V. Ramana Babu)  
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BSNL CO, New Delhi