

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

No: 64-135/10/Broadband (Pt)

dt 08-03-2011

To

All Chief General Managers,
Territorial Circles/Metro Districts/ITPC/BBNW Circles,
BSNL.

Sub: S/w tool for selection of suitable tariff plan of Broadband

Ref: 64-135/10/Broadband (Pt) Dated 18/01/2011

With reference to above letter, it was requested to give instruction all Call Centers staff, CSCs staff and all BSNL employees who directly interact with customers to use 'Best Fit BB Plan' tool for suggesting best broadband plan to the customer according to their need. The link is available on www.bsnl.co.in just below 'Pyari Jodi Plan'.

All Circles are requested for necessary arrangement to provide the link of 'Best Fit BB Plan' tool on home page of circles/SSAs website, so that maximum customers may be benefited through this tool. A compliance report regarding use of this tool by SSAs, Call Centers and CSCs may be submitted to this office at email ID- broadbandbsnlco@gmail.com.

Link of Best Broadband Plan tool- <http://210.212.169.201/erp/bbplan.php>

Vishwa Mohan

(Vishwa Mohan)
Addl. GM (BBO)

Copy to: -

1. CGM (ITPC)-for kind inf. Pl.
2. Sr. GM (NWP-BB) – for kind inf. Pl.