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

No.: 24-04/2010- NWO (CFA)/IN

Dated: 12 .01.2011

To
The CGMs
Telecom Circle/Maintenance Regions/Districts

Sub: - Streamlining of Call Centre (CFA) access mechanism-Regarding.

A proposal to simplify the call centre access mechanism, keeping TRAI guidelines into consideration was under examination. In this regard competent authority has decided following:

- i) Existing toll free short digit access codes '1500' and '1504' for Land line and Broad band services respectively will continue to be used for landing CFA Call Centre. ✓
- ii) Metered numbers '21211500' and '21001504' may be closed in compliance with the TRAI guidelines. ✗
- iii) Toll free numbers 1800-345-1500 and 1800-345-1504 for Land line and Broad band services respectively are to be opened which can be accessed by subscribers from other operators as well as BSNL customers from different Circles. ✓
- iv) Since 1800-424-1600 (Postpaid BB) and 1800-424-1601 (Prepaid BB) are already working, it can be mapped with 1800-345-1504 for six months period before finally closing it. CGP
FF
- v) All calls made at 1800-345-1500 (Landline service) shall land at respective Circle Call Centre as being presentably routed for 1500. ✓
- vi) All calls made at 1800-345-1504 (BB service) shall land at respective Circle Call Centre as being presently routed for 1504. ✓
- vii) If customer of a particular circle wants to contact Call Centre of a different Circle other than the home Circle/LSA, following procedure will be followed:
 - a) Initially on dialing 1500/1504 or 1800-345-1500/1504 (toll free), caller would land at respective Call Centre.
 - b) If a caller wants to access any information and/or want to book fault for a number not belonging to that Circle then concerned agent will inform the caller about the telephone number (toll free) of that Call Centre so that the subscriber can directly dial the desired Call Centre Number of that circle. ✓

c) For this purpose one additional Toll Free Number for each Circle will be allotted. The list of such Circle specific Toll Free Numbers (as given in the Annexure) are to be maintained by all Call Centers.


viii) The existing status of CFA Call Centre along with the terminating numbers details for Land line and Broad band services are hereby enclosed. CGM Kolkata is requested to complete the provisioning of above numbers by 13.01.2011.

ix) All Circle heads are requested to implement this scheme fully w.e.f 17.1.2011. Meanwhile adequate publicity may be given to all the customers.

x) If there is any change in the Routing plan/ Terminating number, the same may be sent to CGM, Kolkata TD directly under intimation to GM(CS - CFA) BSNL CO.

The compliance for the above may kindly be sent to GM(CS-CFA) BSNL CO by 20.01.2011 under intimation to this office.

Encl: A/A.


(Sanjay Kumar)
DGM (NWO-II/CFA)
BSNL Corp. Office

Copy To:

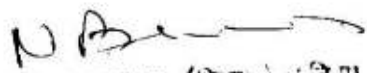
1. CGM, Kolkata Telephone District for n/a.
2. CGM, AP for taking n/a w.r.t para (iv)
3. SCP, Kolkata for immediate n/a.
4. GM(CS) CFA, BSNL CO for coordination with field units.
5. GM(NWO-CDMA) CFA, BSNL CO for taking n/a as per para (ii)

Encl: No: CS-CFA/call centres/09-10 dt 24/2/11

Forwarded for information & necessary action to
1. All Heads of SSAs with a request to open new additional toll free number for TN as in annexure.
2. call centre, Trichy - with special reference to point vii-c of the above letter.

copy for information to:

1. GM (NWO - CM) Trichy / Coimbatore.
2. GM (NWO - CFA) o/o. CGM, Chennai.
3. DGM (NWO - Wimax), circle office.


N. B. Srinivasan
Assistant General Manager (NWO-II/CFA)
Chief General Manager (NWO-II/CFA)
BSNL Corp. Office

Annexure

1. 1800-345-1500 may be mapped to 1500
2. 1800-345-1504 may be mapped to 1504
3. Circle specific Toll Free Numbers

S.No	Circle / District	Toll Free Number Land Line	Terminating Number for Land Line TFS	Toll Free Number Broad Band	Terminating Number for Broad Band TFS
1	A&N.	1800-345-1011	03192-240768	1800-345-2011	03192-243003
2	AP	1800-345-1012	040-1921	1800-345-2012	040-1924
3	AS	1800-345-1013	033 24857931	1800-345-2013	033 24857934
4	BR	1800-345-1014	033 25468981	1800-345-2014	033 25468984
5	CG	1800-345-1015	0771-128332	1800-345-2015	0771-128334
6	CL	1800-345-1016	033 22540108	1800-345-2016	033- 22546666
7	CN	1800-345-1017	044-128342	1800-345-2017	044-128344
8	HR	1800-345-1018	0124 2828000	1800-345-2018	0124- 2211504
9	HP	1800-345-1019	0172 2704086	1800-345-2019	0172 -2538013
10	MH	1800-345-1040	020-128302	1800-345-2040	020-128304
11	MP	1800-345-1021	0755-128322	1800-345-2021	0755-128324
12	NE I	1800-345-1022	033-26551689	1800-345-2022	033 -26551692
13	NE II	1800-345-1023	033-25469981	1800-345-2023	033- 25469984
14	OR	1800-345-1024	033-22540491	1800-345-2024	033- 22540494
15	PB	1800-345-1025	0172 2270386	1800-345-2025	0172 -2270387
16	RJ	1800-345-1026	0172 2538036	1800-345-2026	0172- 2538027
17	TN	1800-345-1027	0431-128312	1800-345-2027	0431-128314
18	WB	1800-345-1028	033-26552141	1800-345-2028	033 -26552144
19	GJ	1800-345-1029	079-128312	1800-345-2029	079-128314
20	J&K	1800-345-1030	0172-2705046	1800-345-2030	0172-2700280
21	JKD	1800-345-1031	033-22540091	1800-345-2031	033-22540094
22	KL	1800-345-1032	0471-128332	1800-345-2032	0471-128334
23	KTK	1800-345-1033	080-128322	1800-345-2033	080-128324
24	UTL	1800-345-1034	0172-2538015	1800-345-2034	0172-2538016
25	UPE	1800-345-1035	0172-2704045	1800-345-2035	0172-2704046
26	UPW	1800-345-1036	0172-2704067	1800-345-2036	0172-2704068