



## VOICE VIRTUAL PRIVATE NETWORK (Voice VPN)

- Voice VPN is a service for providing a private network for institutions and business communities using public network resources.
- Voice VPN Service is designed specifically for business communities who have their offices / branches at different geographical locations and need to make frequent and long duration intra-organization calls.
- All the calls are made by dialing #PNP or in some cases by dialing service Access code 1801 XYZ followed by PNP.
- PNP (Private Numbering Plan) is a 3 or 4 digit short code given for the telephone number in a VPN for ease of dialing.
- Combined voice VPN can be provided for fixed line telephones as well as mobile with no geographical limitation.
- Different Landline and Mobile connections (BSNL) of an organization working in different physical locations anywhere in India can be combined and function as a group or network.
- All calls made within VPN Group are VPN calls and are termed as "on net" calls..

### Presently there are 4 types of VPN

- 1) SDCA VPN – VPN group constitutes telephone numbers within a SDCA
- 2) LDCA VPN – VPN group constitutes telephone numbers within district / LDCA
- 3) Circle VPN – VPN group constitutes telephone numbers within a State.
- 4) All India VPN – VPN group constitutes telephone numbers across the country.

### Features of VPN:

**Call forwarding:** Calls coming to one VPN number i.e PNP can be forwarded to another PNP.

**Outside VPN Calls:** Calls outside VPN number can be made by directly dialing the destination number by prefixing STD codes or local number. These calls are billed by local exchanges against local number as per the prevailing tariff. (OFF NET CHARGES)

**Business and personal call separation:** A dual invoicing ability is available which can be used to bill calls made by a given company member either on the corporate account or on the VPN member personal account.

**Multiple Account Code:** VPN service allows the company users of a given VPN group to mark their calls according to business so that subscribing companies receive a bill, which

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details the cost of the communication according to the company activities and the company organization. This facility can be requested at the time of registration.

#### OTHER ATTRACTIVE FEATURES:

- Date & Time Screening** – The calls can be routed to a particular destination number or an announcement can be given depending on date and time at which the calls are made.
- Hunting List** – A series of numbers may be defined in hunting list for incoming calls per PNP so that call comes to first number and in case of busy/ no reply it goes to next number in the hunting list. A maximum of 6 such numbers can be provided in the hunting list.
- Preferred External Destination (PED)** – A company can integrate non-VPN lines (e.g. partners, suppliers, customers) by defining a PNP at site level as the extensions for VPN users. A call to these PEDs is qualified as an on-net call.

## TARIFF

#### (a) Initial and Miscellaneous Charges:

Item	Charges (In Rs.)
Service	VPN
Activation Charge	1000
Minimum Period of hire	One year
Creation/Deletion/addition/modification per number	100
Charges for the change of feature (per request)	100

#### (b) VPN and Usage Charges:(Landline to Landline)

VPN	Minimum Connections for VPN (PNP)	Fixed VPN Charges per month per DEL (In Rs.)	ON-Net Charges per minute	OFF-Net Charges outside VPN (Local, STD, ISD, To Cellular and WLL(M))
SDCA	25	99	Nil	As per the existing tariff from fixed (as per plan)
LDCA	25	149	Nil	
Circle	25	249	Nil	
All India	50	399	Nil	

#### Discount on the OFF-Net Calls of the Group (only on calls) (On graded Basis)

Monthly Bill of OFF-Net Calls (Rs.)	Discount
Below 10000	Nil
10001 to 25000	2.5 %
25001 to 50000	5%
50001 to 100000	7.5%
>100001	10%

- No other corporate discount scheme will be applicable on the above charges.
- **Multiple Account Code:** Rs. 1000 per month
- **Dual Invoicing:** Rs. 100 per extension

#### (c) Unlimited VPN between BSNL fixed and BSNL Cellular Service

No. of DELs	Circle VPN		All India VPN	
	25 to 99	100 & above	25 to 99	100 & above
Monthly VPN Charges (in Rs)	275	199	399	349
Call charges within VPN	Nil	Nil	Nil	Nil
Call charges outside VPN	As per existing tariff			

#### (d) Concessional VPN between BSNL fixed and BSNL Cellular Service

No. of DELs	Circle VPN		All India VPN	
	25 to 99	100 & above	25 to 99	100 & above
Monthly VPN Charges (in Rs)	99	75	199	149
Call charges within VPN	0.20	0.20	0.50	0.50
Call charges outside VPN	As per existing tariff			

- In addition to VPN charges, normal fixed charges shall also be levied as applicable to a particular plan.

### One Rent-free Landline connection for new TFS customers.

**No installation charge.  
No security deposit.**

### Book a TFS and get the following offers (valid from 27/12/2010 to 26/3/2011)

**First month fixed charges Rs.1000/- free  
First month call charges absolutely free**

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- It is also known as Free Phone Service (FPH)
- This service is ideal for customer oriented organizations that can provide information about their products, allow customer to place orders and even register complaints. They need to advertise only one logical number which is accessible from both landline and mobile all over India (BSNL/ MTNL /private telecom operators).
- **Single All India Number** - A single 11/12/13 digit number starting with "1800 XYZ- - -" mapped to LL/Mobile accessible throughout India including other operator's network. Upto 8 fixed or mobile numbers can be mapped against the TFS number. No STD facility required to access the service.
- **REVERSE CHARGING:** This service uses the new function in charging i.e. a call to a service subscriber is paid by the called party. All charges are levied on the service subscriber. For the calling user the service is free of charge.
- **WHO CAN SUBSCRIBE?**
  - Enterprises or organizations with large customer base or having call centres.
  - Retail products and services Industry.
  - Ideal for hotels and restaurants.
  - Companies providing after sales support, as customers associate a Free phone number with the quality of the business products or services.
  - Whole business community in general.
- Convenient for the subscriber who has multiple offices in multiple cities or localities. The subscriber can retain the TFS number even after the office location changes. Thus this service is an ideal business promotion tool for business communities who want their customers to call them without any hassle.
- **Time Dependent Routing (TDR)** - Allows organizations to route the calls to different locations, depending on the time of the day. For example, if a particular customer service department is closed at night, calls can be routed to alternate location. This helps the business organisations in maintaining 24x7 customer support with minimal investment.
- **Day of the Week Routing** - Calls can be routed not only as per the Time of the day but also as per the type of day.

# TARIFF

- **Origin Dependent Routing** - Calls can be routed to set of destinations based on the location of the origin of the call i.e. Call Centres can be established on Zonal Basis.
- **Call distribution** - Allows the organization to route calls based on staffing levels. The call split is based on a percentage distribution that user designates. If a user has three Call centres having the Staff strength of 20, 30 and 50 calls can be routed to these Call Centres in ratio of 2:3:5 i.e. out of ten calls, two calls will be routed to first Call center, three to second call centre and five to third call Centre.
- **Line hunting** - Allows organization to have one or more installations where the call may be answered i.e. a user can have multiple call centres (up to eight) anywhere in India. All Call Centre numbers can be put under a hunting group.
- **Call limiter** - Restricts maximum number of simultaneous calls and this helps organization to dimension the resources. Number of calls in a specific duration and time limit per call is also possible.
- **Call Queuing** - Enables calls meeting busy condition or reaching call limiter to be placed in a queue and as soon as free condition is detected, the call is answered.
- **Condition based routing** - Calls at the destination can be re-routed to a different destination number in following conditions (1) Busy (2) No Answer (3) Reached call limiter.
- **Interactive voice RESPONSE:** The IVR routes calls to the appropriate person or department based on keypad inputs selected from the menu options as defined by the service subscriber e.g. if a business organisation has three different product division handling three different products such as Desktop, Laptop and printers then a customer will be asked to dial 0 for desktop, 1 for Laptop and 2 for Printers and calls are routed based on user input.
- **Black & White List** - Allows organization to selectively block incoming calls from specific originating areas. In this way, one can shape your area of coverage to match your requirements and also save on the cost of handling unnecessary calls.
- **Incoming Grey list** - When a calling line is added in the grey list, a PIN is associated with it. When a caller from grey list accesses the service, a PIN is asked for authentication.
- **Detailed Bill** - Details of calls received is provided. This helps organization in marketing and business planning.

1.	Processing charge for service (Non refundable)	Rs.3000/-	
2.	Security deposit (Refundable) (To be reviewed every 6 months)	Initially Rs.10,000/- & to be updated to 2 months average billing	
3.	Fixed Monthly Charges for service*	Rs.1000/- per month	
4.	Call Charges	<b>From Basic/WLL</b>	
	Local (Within same SDCA)	Rs.1.20/120 sec	
	Intra Circle (Within same circle)	Rs.1.20/60 sec	
	Inter Circle (Outside the circle)	Rs.1.60/60 sec	
		<b>From Cellular</b>	
	Within Circle	Rs.1.20/60 sec	
	Outside Circle	Rs.1.60/60 sec	
	National Roaming	Rs.1.60/60 sec	
5.	Discount To Free Phone subscriber (Note: The discount is on non-graded basis)	<b>Monthly Bill</b>	<b>Discount</b>
		Up to 10000	Nil
		10001 to 50000	10 %
		50001 to 250000	15 %
		250001 to 500000	20 %
		> 500000	25 %
6.	Charges for any modification in service on request from subscriber	Rs.100/- per modification	
7.	Detail billing soft copy (on demand by Sub.) (Per month)	Rs.100/-	
8.	Vanity Numbers Charges (optional)	<b>One Time</b>	<b>Monthly Payment</b>
	Super Premium (Category A)	Rs.10000/-	Rs.1000/-
	Premium (Category B)	Rs.7500/-	Rs.750/-
	Prime (Category C)	Rs.5000/-	Rs.500/-

\*Charges will be waived of depending on the revenue generated