

O/o Sr. General Manager (NW Op.)-CFA
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 8-8/2009-PHM (MSE)-2011

Dated: 30.09.2011

To

The Chief General Manager,
All Telecom Circle / Metro Districts

Sub: - Opening of 1909, Public Utility numbers, toll free numbers etc. for Sulabh category Wireline Subscribers.

The issue is regarding extending access to Level 1 codes for Sulabh(only incoming) customers of BSNL. In this regard existing instructions may be referred which include access to following by Sulabh(only incoming) subscribers:

- Police 100
- Fire 101
- Ambulance 102
- Fault repair services 198
- Directory service 197
- Functionalities of ITC cards

B) It has further been decided that following services will be accessed from Sulabh (only incoming) bfone also,

- Toll free nos. of BSNL, MTNL and other private operators
- 1288(for ITC PIN attachment)
- All 4/5/6 digit short codes where called party pays like 1950,1947,1964,1551 etc.
- BSNL Call Centre No-1500,1501,1502,1504
- 1909(Do not call registry services)
- Any international toll free numbers accessible from BSNL Network

Please get these levels opened in all the local exchanges and report compliance of the above by 7/10/11.

Rajesh Kumar
Addl.GM(NWOI-CFA)