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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

No. 3- 1/2010-PHT

Dated: 28.04.2014

To,
The Chief General Managers,
All Telecom circles / Metro districts
BSNL

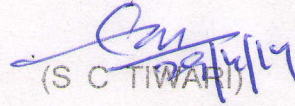
Sub: - Clarification regarding charging of unmetered Emergency services.

In TRAI audit report it has been highlighted that some public utility/emergency services are not being charged properly. ITPC Pune clarified that this has happened because some units are not following the routing & charging guidelines properly. In most of the cases emergency (short code) calls in local serving area are allowed with STD codes which have been charged on prevailing STD tariff in the CDR system.

To avoid such type of anomalies in future and to maintain uniformity in routing and charging analysis in all switches, especially for the codes which have been highlighted in TRAI audit, guidelines given in Annexure may kindly be followed.

This has approval of competent authority.

Encls. : A/A


(S C TIWARI)
DGM (NWO-III/CFA)

Copy to:

The Sr. G M ITPC Pune for information & necessary action please.

Short code	Service	Accessibility	Category	Allowed on STD (as per initial circular)	Charging within service area	Remark
100	Police	Restricted	I	No	No	(1) These services are made accessible free within state /UT boundary vide DOT Ir. No. 16-3/2011-AS-III/vol.II dated 27.03.2012 (This is further intimated to all circles vide this office Letter No. 3-1/2010-PHT/Pt V/ Emergency Dated 25.07.2012). (2) If termination number of the short code is located in same SDCA the short code should be mapped with the termination no. (3) In case the termination Number of the short code is located in other (nearby) SDCA as per requirement of Local/ state authorities the short code should be mapped with "STD code + Termination Number". (4) In case the service is being provided through a centralised call centre the short code should be mapped with "STD code of the SDCA where call centre is located + termination number". (5) Within Local serving area "STD code + short code" should not be allowed. For out of service area calls "STD code + short code" is allowed & shall be charged at applicable STD tariff.
101	Fire	Restricted	I	No	No	
102	Ambulance	Restricted	I	No	No	
1070	Natural Calamities	Un-Restricted	I	yes	No	
1071	Air Accident helpline	Un-Restricted	I	yes	No	
1072	Train Accident helpline	Un-Restricted	I	yes	No	
1073	Road Accident Helpline	Un-Restricted	I	yes	No	
1077	Control Room of District collector	Restricted	II	No	No	
108	Disaster/Ambulance	Un-Restricted	I	yes	No	
185	Phonogram		I	yes	No	
1501>1504	call centers of BSNL	Restricted	III	yes	No	
197	Directory	Un-Restricted	II	yes	No	
198	Local complaint	Restricted	II	no	no	
116	Wake up registration	Restricted	II	no	yes	To be charged with two pulses.

Restricted	Accessible within Local area at least.
Unrestricted	Accessible from anywhere national or International.
Category -I	Mandatory for all service providers
Category -II	Not mandatory for TSPs but code is standard
Category III	to be used by TSP to provide service in their own N/W