

Broadband Cell Second Floor  
Bharat Sanchar Bhawan  
Janpath New Delhi – 110001  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No: 64-431/CFA Business Committee/2016-17

Dated: 20.06.2017

To

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**Chief General Manager**

**All Telecom circles/ Telecom Districts**

**Subject:** Revival of closed Landline and Broadband connections-Reg.

1. In order to bring back the disconnected/closed Landline and Broadband connections either due to non-payment or voluntarily closed by the customers during the last 6 months, it has been decided to restore these Landline and Broadband connections under Plan 49 & Plan 249 for one month free of cost.
2. Thereafter, confirmation may be obtained from the customer for continuing the same through a mechanism of a "Missed Call" on a pre-defined number or request for a call through number 1503.
3. There is no need to get fresh application form filled again in such cases. In case customer is willing for restoration, dues against such connections can be negotiated and settled in one go or in 3 installments to be billed subsequently.
4. Head of circles can waive off FMC charges for the non working period."
5. You are requested to take immediate necessary action and send monthly compliance report to this office by 10<sup>th</sup> of every month through Fax and email at [agmnwppbbco@gmail.com](mailto:agmnwppbbco@gmail.com)
6. This has the approval of Dir (CFA).

Anil Jain  
CGM (NCNGN)

Copy to:

- i) Dir (CFA) for information please
- ii) GM (NWP-BB)/ GM (NWP-CFA) for information please
- iii) GM (Fin - CFA), BSNL C.O.