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

F. No. 69-07/2008 - CDMA/WIMAX

Date: 18.01.2010

To,

CGMT


All Telecom Circle/ Metro Telecom District

Sub: Restoration / Fault rectification of Life time prepaid CDMA customers converted from DNP

While examination of usage report from WIN, it has been observed that the majority of Life time prepaid CDMA numbers converted from DNP, are not making calls (Zero usage) and have not recharged even once (Zero recharge). The circle wise detail of such numbers are enclosed as Annexure. Since these numbers were DNP for a long time, the IFWT or its battery may be faulty. Following actions may be taken to restore these numbers.

1. Wide publicity may be given to make the customer aware that his DNP number has been converted into Life time prepaid number. The circles may write letters to each customer, inform through local media and call each customer from call center.
2. The circle shall take list of all such customers with zero usage and zero recharge and field staff be engaged for rectification of fault in the IFWT. The existing Warranty / AMC may be fully utilized for repairing of faulty IFWT.

You are requested to action as above and a compliane to this effect may be sent to this office by 25.01.2010


(Pradeep Nagpal)
GM(NWP-CDMA/WIMAX)

					Annexure - 1	
CIRCLE	DNP covered	Fee usage zero	% Fee usage zero	Never recharged	% Never recharged	
AP	41787	32072	76.75	40915	97.91	
Chennai	3181	2268	71.3	3161	99.37	
CHG	14996	12443	83	14707	98	
GJ	15783	8226	52	13099	83	
H.P	9057	5659	62	8294	92	
HARYANA	47484	42334	89	47438	100	
J & K	33087	20227	61	30319	92	
Karnataka	49670	43188	86.95	49515	99.69	
Kerala	19147	14739	76.98	18522	96.74	
MAHARASHTRA	155196	129616	84	150459	97	
MP	110238	89336	81	106467	97	
PUNJAB	25339	21981	87	23811	94	
RAJ	49204	40266	82	48071	98	
Tamilnadu	81589	63834	78.24	72505	88.87	
U.P(EAST)	77723	74445	96	77664	100	
U.P(WEST)	20678	3950	19	4149	20	
UTTRANCHAL	8407	1793	21	1818	22	