



No.115-32/08-Comm1.

Dated: 13th October, 2008
15-11

To

Chief General Managers Telecom Circles / Metro Districts

Sub:-Commercial Guidelines for conversion of CDMA Post-paid FWTs to Pre-paid and vice-versa - regarding.

Commercial guidelines for pre-paid FWT on MSC based CDMA WLL were issued by vide this office letter of even no. dated 5th August, 2008.

2. CDMA based pre-paid FWT services have been launched in BSNL. In this regard, it has been decided by the competent authority to allow conversion of post paid FWTs to pre paid and vice-versa. The commercial guidelines in respect of conversion of CDMA post -paid FWTs to pre paid and vice versa are as given below:

a) Commercial Guidelines for conversion from POST PAID to PRE-PAID:

1. Customer has to apply for conversion from post-paid to pre-paid;
2. Customer shall have the option to buy a new set on payment basis or to retain the existing IFWT. The CSC/ field commercial office may note down the ESN details of the retained set.
3. Un-activated "Ready to use" IFWT set along with account card may be handed over to the customer in case customer opts and pays for new set.
4. Customer's post-paid connection may be closed down following the existing procedure. The S.D. is to be adjusted in pending payments. The excess S.D., if any, may be returned to the customer. Pending payment, if any, is to be realized before pre-paid connection is activated.
5. After due clearance from TR, about finalization and settlement of post-paid account, pre-paid connection may be activated and the customer may be informed.
6. No post paid connection should be converted to pre-paid unless all the dues are cleared. Therefore, across the counter conversion would not be possible.

7. CNO may compile the list of such post-paid to pre-paid conversion requests with IFWT scheme and send to ZNO (WIN) & officer in charge of PDSN on daily basis.
8. Although pre-paid MDN series is different, same MDN may be allowed to be retained by pre-paid converted customers wherever possible.

b) Commercial Guidelines for conversion from PRE-PAID to POST PAID:

1. Customer shall apply for conversion along with customer identity, address proof and billing address. Customer shall pay the requisite security deposit based on local, STD & ISD application. Customer shall also choose a post-paid plan suitable to him.
2. Customer shall have his own handset in this case as it has been purchased by him while subscribing prepaid connection. Therefore, no new handset is required to be issued. Customer shall continue to have additional free calls for the left out period in post-paid account also.
3. As soon as customer makes requisite initial deposits, CSC/field commercial office will send Advice note for provisioning of the post-paid account in HLR. Customer shall be apprised that activation of post-paid account would take some time.
4. The MSC in-charge shall modify the customer profile in HLR from pre-paid to post-paid and send request to CNO for pre-paid account deletion from WIN & serving PDSN.
5. ZNO (WIN) & officer in-charge of PDSN shall delete the pre-paid MDN account from WIN & PDSN and confirm the same to CNO.
6. Compiled Advice Notes will be sent by MSC in-charge to AO (TR) for incorporation in billing system (TRICHUR/DOTSOFT).
7. Once provisioned in HLR, customer may be telephonically intimated either by the CSC or by Call Centre.
8. Although prepaid MDN series is different, same MDN may be allowed to be retained by pre-paid to post-paid converted customers, wherever possible.

(R.P. Bhalla)
AGM (Commercial)

Copy to:-

1. PS to CMD, BSNL / All Directors BSNL Board.
2. PGM (CS)/PGM (BD)/GM (IT)/GM (TRF)/GM (MS)/GM (Mktg)/PGM (T&C) / GM (Regulation)/GM (NM)/, BSNL C.O., New Delhi.
3. OL Section for Hindi version