

O/o Sr General Manager (NWO-CFA)  
NWO Cell, Corporate Office,  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

**No.13-3/2011- NWO-CFA/MSE**

**Dated the 18<sup>th</sup> January 2012**

**To**

**All Chief General Managers  
Telecom Circles and Telecom Districts**

**Subject: Revenue loss due to non Implementation of international Toll free services in BSNL.**

This is in reference to this office letter of even no dated 29-3-2011( Copy available on BSNL Intranet) on the subject mentioned above , wherein, guidelines for making the necessary traffic class changes in the PSTN switches for accessing 000-800 level (International toll free service) by all Local/STD/ISD customers, was issued . However. it has been brought to the knowledge of this office that many of the International Toll free services are not accessible by all local/STD customers of landline/WLL/ mobile switches.

In view of the above ,it is requested to make the necessary changes done as mentioned in the above circular , in all the PSTN/WLL / mobile switches, if not yet done , so that all type of BSNL customers make use of the international Toll free services . It is reiterated that ITFS service is good revenue source and non implementation may result in loss of revenue for BSNL. Compliance in this regard may be sent to this office within a week's time.

**Rajesh Kumar**

**Addl.GM(NWOI-CFA)**

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13/3/2011/International Toll Free -NWO-I-MSE

Dated 29-3-2011

To

All CGM Telecom Circles /Telecom Districts /Maintenance Regions

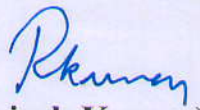
**Subject: Guidelines for implementing International Toll Free Service in BSNL –  
Regarding**

BSNL is starting International Toll Free Service from 1st April, 2011 and this service can be availed by any of its landline or mobile subscribers. At present in BSNL switches the '000-800' level can be accessed by only ISD subscribers. To make this level accessible by any subscriber having local/STD facility, the required traffic class has to be changed in all PSTN switches.

In this regard, the technology wise MML commands set along with guidelines that will be required to implement the above in landline switches is enclosed at **Ann I** for your reference please. While implementing the above, it is to mention that the international toll free service (i.e.000-800) can be accessed by any subscriber having Local or STD or ISD facility and it should be ensured that the subscribers who do not have ISD facility should not be able to call any other ISD number other than International toll free number.

In view of the above, it is requested to start the International Toll free service in your circle. The services should be made available from 1<sup>st</sup> April 2011 to all the Landline/Mobile/WLL customers having local or STD or ISD facility. A compliance in this regard along with difficulties, if any may also be sent to this office at the earliest positively by 1<sup>st</sup> April 2011 evening.

The above may be treated as **Most Urgent.**

  
(Rajesh Kumar)  
DGM (NWO-I)

Copy to

1. CGM (ITPC) , Pune /CGM (NCES),New Delhi, for information please.
2. GM(ILD), BSNL CO , ND for information please