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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 2-1/2014-PHA

Dated: 19th December, 2014

To,


**The Chief General Manager,
Bharat Sanchar Nigam Limited,
All Telecom Circles/Metro Telephone Districts,**

Sub: Modification in Customer Agreement Form (CAF) for new Landline Telephone Connection- reg.

Kindly refer to this office letter no. 2-1/2010-PHA dated 05.10.2012 and 2-1/2014-PHA dated 21.11.2014(Available on intranet), whereby modified Landline CAF were issued. Further, a meeting was held on 21.11.2014 between TRAI and Telecom Service Provider [TSPs] on sharing of Customer information with Credit Information Companies [CICs], Date of Birth [D.O.B] is one of the data to be shared with CICs. The Date of Birth [D.O.B] column is not available in BSNL Landline CAF and now, STD facility is provided to all applicants/customers on default basis.

In view of above, it has been decided to incorporate Date of Birth [D.O.B] column in Landline CAF and also to add "STD facility is available by default" in terms & condition under sub-heading "provision of services" so that all applicants/customers are informed while availing telecom services as per TRAI guideline.

This is issued with the approval of the Competent Authority.


[K.S. Singh]
AGM (PHA)

Copy to: Sr.GM (CIT), BSNL CO for necessary modification in Terms & conditions of Landline CAF of BSNL website.