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

No. 3-4/2019-R&C [CFA]

Dated:-25-09-2019

**Circular R&C-CFA-61/19-20**

**Sub:- Promotion on Toll free number service of BSNL -reg.**

1. BSNL CO issued circular R&C-CFA No.25/18-19 vide file No.3-4/2018-R&C (CFA) dated 09-05-2018 regarding revision of tariff for various Intelligent Networks (IN) services.
2. Now, the Competent Authority on recommendation of Tariff Committee-CFA has approved **Zero rental (FMC) for all Toll Free services for three months for new customers, Remaining charges will be same as applicable on all Toll free numbers.**
3. *These instructions shall be effective with immediate effect in all the Circles.*
4. **The Circles shall ensure to comply with all regulatory requirements including online reporting to TRAI and also update the Circle website. Further, Circle shall ensure to comply the TRAI guideline w.r.t. number of plans.**
5. The circular is issued based on approval of the competent authority in PDP-CFA unit file No. 8-1/2018-PDP (CFA). For any clarification /correspondence in respect of aforesaid scheme, matter may be taken up with PDP-CFA unit of BSNL CO New Delhi. Phone No.011-23322692.

**DGM (T&C)-CFA**

**To**

**All CGMs, Telecom Circle and Metro Telephone District, BSNL.**

**Copy for information to: -**

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. Executive Director (Finance), BSNL.
4. PGM (Regulation), BSNL CO, New Delhi- for necessary action.
5. All Tariff committee members [GM (NWP-CFA)/GM (CFA)/Sr.GM (Finance-CFA)], BSNL C.O.
6. GM (NWP-BB/PDP)-CFA, CO BSNL w.r.t case mark: 8-1/2018 - PDP(CFA) carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
7. AD OL for Hindi version.
8. CGM (ITPC), Pune for necessary changes in CDR/billing systems.
9. CGM (BBNW), BSNL, CTS Compound, Netaji Nagar, New Delhi-23.
10. GM (BBNW), Bangalore NOC, East Telephone Exchange Building, Lazar Road, Near Bangalore east Rly Station Bangalore.
11. Director General P&T Audit, Shyam Nath Marg, Near Old Secretariat, Delhi-110 054.
12. Guard File.

**DM (T&C)-CFA**

Circular R&C CFA No. 61/19-20 dt. 25-09-2019

Regd. & Corporate Office: Bharat Sanchar Bhavan, H. C. Mathur Lane, Janpath, New Delhi-110001

Corporate Identity Number (CIN): U74899DL2000GOI107739

Website : [www.bsnl.co.in](http://www.bsnl.co.in)